

81 00162

INSTITUTE OF GOVERNMENTAL  
STUDIES LIBRARY

SEP 11 1980

UNIVERSITY OF CALIFORNIA

# **Housing Resources for Senior Citizens in San Francisco**

**A Project of Legal Assistance to the Elderly  
Orah I. Young, Director**

**Written and Edited by Maria Talbott & Steven Birnbaum, Staff Attorney**

This guide was paid for by San Francisco Parking Tax Revenues, administered by the  
San Francisco Commission on the Aging



Digitized by the Internet Archive  
in 2024 with funding from  
State of California and California State Library

<https://archive.org/details/C123306965>



# Acknowledgements

This book has been a cooperative, collaborative effort from the initial information gathering to the final editings, rewritings, and production. We are very grateful for all the help we have received.

We wish to thank the LAE staff and director for their encouragement and many hours of assistance.

To the Commission on Aging for its financial support, much appreciation, with special gratitude to Abe Papkoff, our program monitor, and to Joyce Jones and Matt Finnegan of the Commission information and referral services.

We are especially grateful to our editor Vicki Hammond, who donated her time to help make this book clear and easy to read, and to Al Krause for his help with production. Thanks to Jeanne Bader and Professor Percy Tanenbaum for sharing their research findings about printed materials for older persons, and to Jeffrey Ebstein, Frank Lee and other important volunteers.

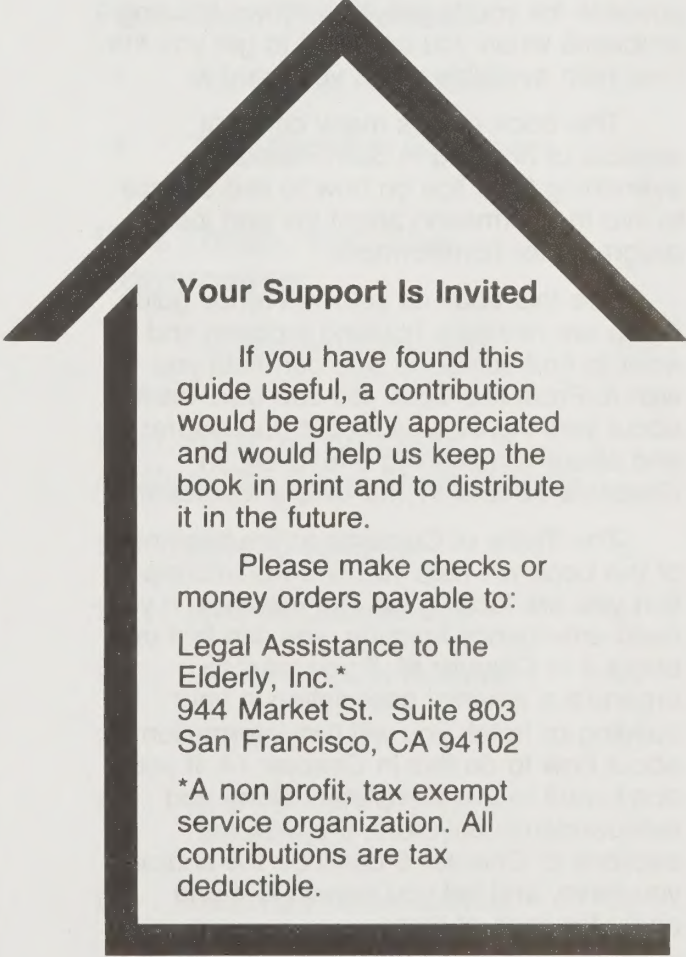
A special thanks to: Lucille Ramstetter, Ken Solak, and Joseph Rydberg at RSVP for handling much of the telephoning of apartments and hotels; Bob Rogers, Bernard Deasy and Kevin East, HUD; John Friedman and Peter Theodore, Central Relocation; Will Lightbourne and Gwen Craig, Catholic Social Services; Joel Weeden, Lutheran Care; Ed Pye and John Ferguson, Senior Resources; Mary O'Day, UC Berkeley School of Social Welfare; Julie Peck, Downtown Senior Services; Chet Duncan, the Family Service Agency; Dave Clisbee, Center for Independent Living; Richard Evans, Department of Public Works; and Richard Fong and Paul Markham, Division of Apartment and Hotel Inspection; Suzanne Adelson, Jewish Family Service; Senator Milton Marks and his staff; St. Elmo Powell, Al Kerley, Pete Holm, Rich Foray, Diana Steeples, Ruben Uriaga, Marsha Batchelder, Kathleen McCann, Bill O'Neal, Rev. Richard Hall, and Tom Nadolski.

To the scores of people in agencies, apartment buildings and hotels, and the many other people who answered our questions and enabled us to compile the information for this book, our thanks. Unfortunately we cannot name them all.

Any mistakes in this book are, of course, ours alone.

Maria Talbott

Steve Birnbaum



## Your Support Is Invited

If you have found this guide useful, a contribution would be greatly appreciated and would help us keep the book in print and to distribute it in the future.

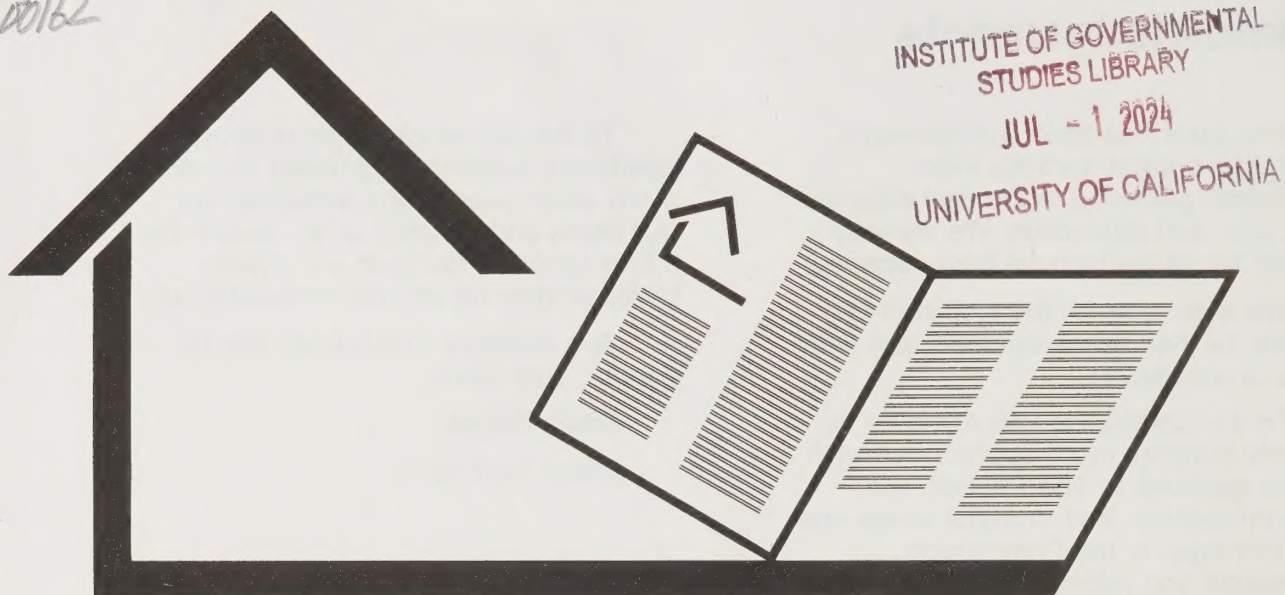
Please make checks or money orders payable to:

Legal Assistance to the Elderly, Inc.\*  
944 Market St. Suite 803  
San Francisco, CA 94102

\*A non profit, tax exempt service organization. All contributions are tax deductible.



81 00162



## How to Use This Book

This book is designed to make it possible for you to solve your own housing problems when you can, and to get you the best help available when you need it.

This book covers many different aspects of housing in San Francisco--everything from tips on how to find a place to live to information about tax and loan programs for homeowners.

Use this book as your reference guide if you are having a housing problem and want to find someone who can help you with it. From this book you can also learn about your rights as a tenant (in *Chapter 7*) and about complaining effectively (in *Chapters 10* and *11*) for different problems.

The Table of Contents at the beginning of the book will help you find the information you are looking for. For instance, if you need emergency housing, you can find out about it in *Chapter 6I*. If you want to organize a tenants' association in your building or hotel, you will find information about how to do this in *Chapter 14*. If you don't want to live completely alone and independently anymore, the different sections of *Chapter 6* describe the choices you have, and tell you how to find and apply for each of them.

If you want a name, address, phone number, or other specific piece of information, look in the Index in the back of this book. For instance, if you want the address of the San Francisco Housing Authority, you will find it in the Index under "S."

We have tried to organize this book in a clear and convenient way, but many subjects overlap. For instance, there is information about tenants' rights in several different chapters. So it's best to look through the whole book and become familiar with every chapter.

We also want you to know the names of people from whom you can get help. You can usually get the information you need faster when you ask for a particular person than when you talk to whoever answers the phone. That is why we have included names along with the phone numbers for many of the offices listed. But some of the people we have named may be replaced from time to time. If you try to call someone at an agency listed in this book and find that the person no longer works there, ask to speak to his or her replacement.

Much of the information in this book is subject to change. We would like to keep it as accurate and up-to-date as possible. We welcome your corrections, criticisms, new information, and suggestions for improvement. Call us at *Legal Assistance to the Elderly*.

Legal Assistance to the Elderly  
944 Market Street, Suite 803  
San Francisco, 94102  
434-3895



# Table of Contents

## Part One: Moving

1	Do You Really Want To Move?	4
2	How To Find A Place To Live	6
3	Information And Referral Agencies	7
4	Realtors	10
5	Moving Companies	11
6	Different Kinds Of Places To Live	12
A	Apartments For Low And Moderate Income Seniors	13
B	Public Housing	20
C	Section 8 Rent Subsidies	22
D	Shared Housing	23
E	Residential Hotels	24
F	Retirement Homes	30
G	Licensed Residential Care Homes	31
H	Nursing Homes	32
I	Emergency Housing And Shelter	33

## Part Two: The Tenant

7	Your Rights As A Tenant	35
8	Tax Information For Renters	37

## Part Three: You The Homeowner

9	Homeowners' Benefits	38
---	----------------------	----

## Part Four: Advocacy Acting On Your Own Behalf

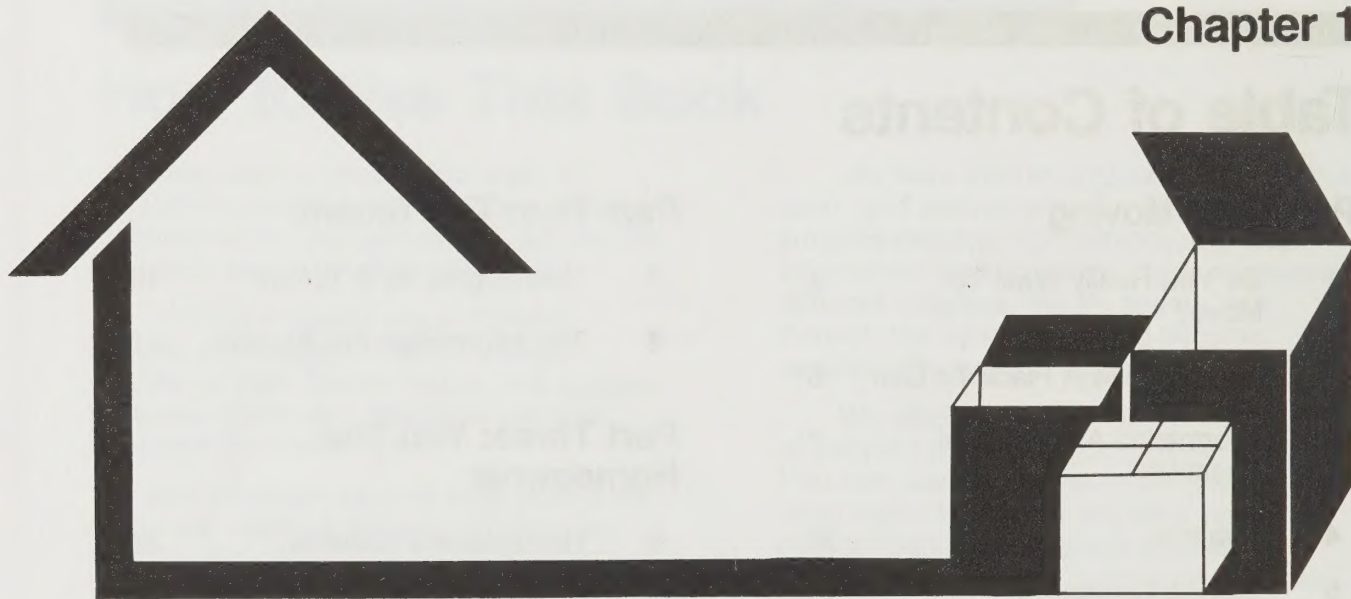
10	How To Complain	42
11	Who To Complain To	45
12	Legal Help And Referrals	48
13	Public Officials	50
14	How To Form A Tenants' Organization	52
15	Housing Political Interest Groups	53
	Index	55

# PART I: MOVING

If you are going to move and you feel overwhelmed by all the decisions you have to make and are discouraged about how hard it is going to be, you are not alone. Housing in San Francisco is scarce and expensive, and *everyone* has trouble moving. If you want some advice or help or support, see a counselor at one of the Information and Referral Agencies listed in *Chapter 3*.

*Before* you put your house up for sale, *before* you give your landlord notice of your intention to move, think about the possibility of somehow being able to stay where you are. You will probably have a hard time finding a place you like that you can afford, and you may have to move out of the familiar neighborhood where your friends and neighbors live. So think about exactly *why* you have to move, and consider whether any arrangements could make it possible for you to stay where you are.

## Chapter 1



## Do You Really Want to Move?

### If the Reason is Financial:

See a social worker (*Chapter 3: Information and Referral Agencies*) to make sure you are receiving all the benefits you are entitled to.

Consider renting out a room to a boarder. You could share your home with a friend, another older person, or with a younger person. A boarder can pay you rent *and* help with the cost of utilities and telephone. (See *Chapter 6D: Shared Housing*, and *9: Homeowner's Taxes*, *9: Homeowner's Loans*, or *Chapter 8: Tax Information for Renters* to see if there are any tax breaks or loan programs you can take advantage of.)

### If the Reason is Physical:

If you are finding it hard to do shopping or other chores, or if it seems difficult to do the maintenance work around the house, find out about services that could help you stay where you are. In San Francisco, there are home-delivered meals programs, homemaker services (such as cleaning, shopping, meal preparation) home health services, home nursing care, escort services, telephone reassurance, friendly visiting, grocery shopping and delivery, and other programs.

See a social worker (Find one in *Chapter 3: Information and Referral Agencies*) to find out about these services.



The *SENIOR INFORMATION LINE* of the Commission on Aging can also tell you about these services.

Senior Information Line (24 hr./day assistance over the phone)  
San Francisco Commission on the Aging  
1095 Market St.  
558-5512

The *SENIOR ESCORT SERVICE* offers escort and other services to senior citizens in several areas of San Francisco.  
Senior Escort Service:

**Main Office:** 330 Ellis St.  
928-4422  
Thelma Kavanaugh,  
Asst. Director

**Tenderloin Office:** 215 Jones St.  
673-8600

**Chinatown Office:** 3 Old Chinatown Lane  
391-5686

**Western Addition:** 2174 Sutter St.  
931-2350

**Hunter's Point:** 1682 Newcomb St.  
285-2500

**South of Market:** 814 Mission St.  
771-1204

Also, think about taking in a boarder. A boarder could help with some of the house and yard work. Be sure you both know how much the person is expected to do and you both agree to the arrangement *before* the person moves in (See *Chapter 6D: Shared Housing*).

## If You Are Having a Problem With Your Landlord

You do not always have to move just because your landlord wants you to or has sent you an eviction notice. You have some rights. (See *Chapter 12: Legal Help* and *Chapter 7: Your Rights as a Tenant*)

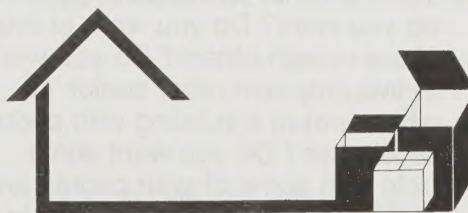
## If You Have Another Kind of Reason:

See *Chapter 11: Who to Complain to*. Maybe the problem can be corrected. For instance, if the condition of your building is the problem, you may be able to get the landlord to fix it.

## If You Do Have to Move:

If you have considered everything else, and you still have to move, continue reading *PART I (Chapters 1-6)* of this book. If you become discouraged and want help, call one of the Information and Referral Agencies in *Chapter 3*.

**Good Luck!**







# How to Find A Place to Live

If you are going to move, be prepared to spend some time and energy looking for a place to live. The following hints may be of some help to you.

### Things to Decide Ahead of Time:

1. **Where** you would be willing to live. Do you have to stay in the same neighborhood, or are you willing to move out? Are you willing to move out of San Francisco? (Housing is easier to find in the suburbs.)
2. **How much** you can afford to pay, given the present and future state of your finances.
3. **What kind of living arrangement** do you want? Do you want to live alone or with others? Do you want to live only with other senior citizens or in a building with people of all ages? Do you want some help with some of your chores and daily activities, or do you want to live independently? Do you want a furnished or unfurnished place?

**Read all of PART I of this book.**

**Tell your friends**, relatives, neighbors, and acquaintances what kind of place you are looking for and how much you can afford. Tell your grocer, the people in your senior center, and everyone else you can think of.

**Make notices** saying that you are looking for a certain kind of apartment, and say what kind of tenant you are. (For example, "Quiet, reliable senior citizen looking for studio apt. . . .") Put these notices up in your laundromat, neighborhood grocery stores, your church, and your senior center.

**Look in laundromats** and groceries for notices.

**Read the classified ads.** The *Sunday Chronicle* comes out on Saturday morning. The daily comes out the night before. The *Bay Guardian* comes out on Wednesday mornings. Also check neighborhood papers.

Walk around the neighborhood where you want to live and look for *Vacancy* signs.

When you find a place that might do, do not rush into anything. Find out about:

Safety of the neighborhood.

Relations between landlord and other tenants

Cleanliness of the place

Condition of the building

Convenience to stores

Convenience to transportation

Convenience to a senior center

Convenience to a doctor

Convenience to church or temple

Cost of heat and other utilities

Amount of closet and other storage space

Condition of doors, windows, plumbing in bathrooms and kitchen, stove, furnace, hot water heater, and other appliances

Mice or insects in the building

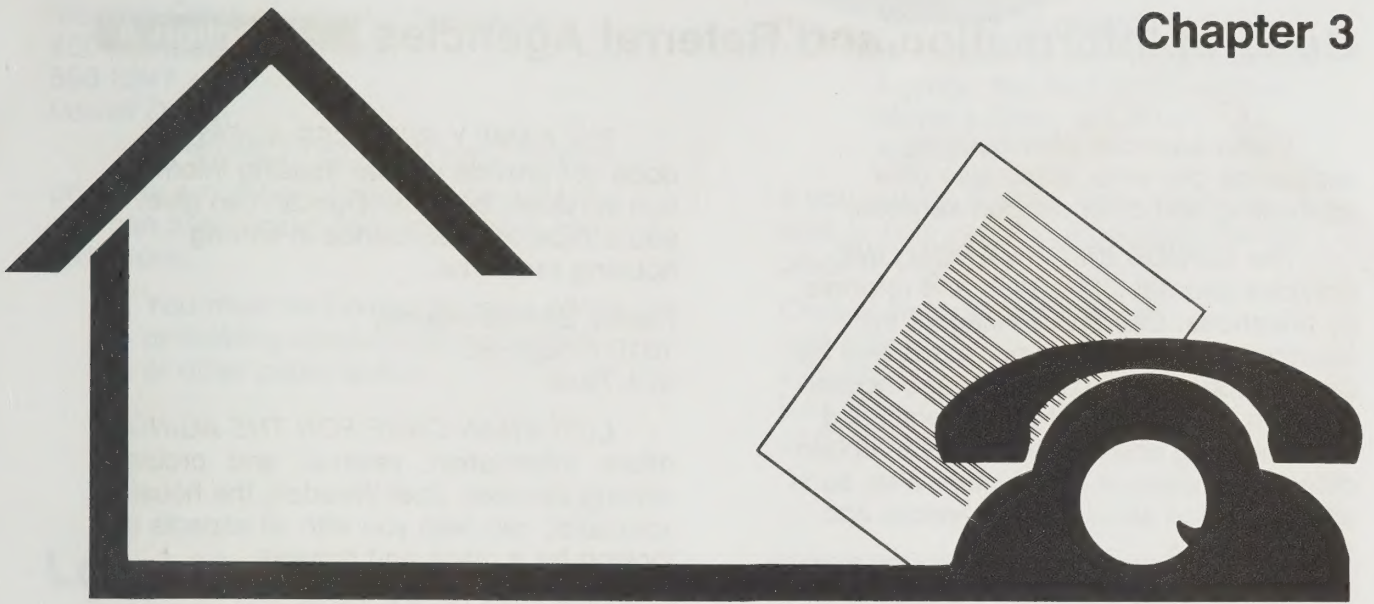
Amount of deposit that the landlord requires

Services available (laundry, trash, custodial)

Policy towards pets

Turnover rate on the waiting list (if there is one)





# Information & Referral Agencies

The agencies listed below provide a variety of FREE services — all designed to help you find and move into a place in San Francisco. They provide current information about housing and apartment vacancies; and, if you are worried or confused about moving, they have counselors who can help you figure out what you want to do and how to go about it. They can help you fill out applications for building and housing programs, arrange services, and complete the actual move.

The listing of agencies is divided into four sections:

**SECTION A:** This group offers information and referral services on a *city-wide* basis. In addition to help with housing, most of these agencies offer other counseling and referral services.

**SECTION B:** The agencies listed in this section assist people with *emergency or short-term* housing needs.

**SECTION C:** These local agencies offer housing services for their particular neighborhoods.

**SECTION D:** The agencies in this section offer housing services for handicapped people and veterans.



These agencies offer housing assistance city-wide; some also offer counseling and other support services.

*The SENIOR INFORMATION LINE* provides general information and referrals by telephone. Call Matt Finnegan, the housing specialist, with your questions. He can tell you about apartments and houses to share, nursing home placements, and other housing possibilities. You can obtain other information at this number also, such as information about social services and senior centers.

Senior Information Line (24 hr./day assistance over the phone)  
San Francisco Commission on the Aging  
1095 Market St.  
558-5512

*SENIOR RESOURCES* offers housing information, referrals, and counseling. They give personal attention to your housing concerns, assist you in solving problems, and follow-up on your situation to see if it has been resolved. Ask for Ed Pye, John Ferguson or Marge Meek.

Senior Resources  
261 Fell St.  
Mailing Address: 162 Hickory St.,  
San Francisco, CA  
626-1638

*The FAMILY SERVICES AGENCY* does not provide regular housing information services, but Chet Duncan can give you advice and assistance in solving housing problems.

Family Service Agency  
1010 Gough St.  
474-7310

*LUTHERAN CARE FOR THE AGING* offers information, referral, and problem-solving services. Joel Weeden, the housing specialist, can help you with all aspects of looking for a place and moving.

Lutheran Care for the Aging  
1101 O'Farrell St.  
San Francisco, CA 94109  
441-7777

*The CATHOLIC COMMITTEE FOR THE AGING* offers general information and referral, and handles requests for housing information.

Catholic Committee for the Aging  
50 Oak St., Room 22  
San Francisco, CA 94102  
864-4044

*The UNITED WAY* offers general information and referral, and handles requests for housing information. Ask for Sidney Sugaya or Nancy Kimura.

The United Way  
410 Bush St.  
772-4300

## Agencies Which Handle Emergency & Short-term Housing

## Section B

Adult Information Line  
121 Golden Gate Ave.  
552-1169  
Kate Haig

Travelers' Aid Society  
38 Mason St.  
781-6738  
Sam Latona

Bay Area Urban League Housing  
Counseling  
510 McAllister St.  
431-7530 or 431-7531  
Carole Norris

*The RED CROSS* offers aid for a variety of emergency situations, such as fires.

Red Cross  
Disaster Aid Office  
1550 Sutter St.  
776-1500 ext. 213

*The MAYOR'S OFFICE OF CITIZENS' ASSISTANCE* can be particularly helpful if you are being forced to move because of government action, such as an eviction or building condemnation.



Mayor's Office of Citizens' Assistance  
450 McAllister, Room 303  
558-2247  
Lowell Davis

*The CENTRAL RELOCATION OFFICE* provides a number of housing services, but you can only receive their help under two conditions:

1. You must be moving because of fire, or building condemnation, eviction, or other public action.

2. You must be referred to Central Relocation by the Redevelopment Agency, the Red Cross, or the Mayor's Office of Citizens' Assistance.

If you qualify, Central Relocation may be able to help you find a good permanent place to live.

Central Relocation Services  
939 Ellis St.  
771-8800  
Earl Mills, Deputy Exec. Director  
of Community Services

## Local Neighborhood Agencies

### Section C

#### **Chinatown**

Self-Help for the Elderly  
640 Ping St.  
982-9171  
Yvonne Lee

#### **Tenderloin**

North of Market Senior Center  
333 Turk St., #6  
S.F., CA 94102  
441-8762  
Julie Peck

Downtown Senior Social Services  
465 O'Farrell St.  
775-1866  
Dave Cherner  
(Call for appointment)

#### **Richmond**

Senior Block Information  
3310-A Judah  
665-3630

#### **Aquatic Park**

San Francisco Senior Center  
890 Beach St.  
775-1866  
Dave Cherner  
(Call for appointment)

#### **Haight-Ashbury**

Haight-Ashbury Senior Services  
1350 Waller St.  
621-1112  
Dolly Watson

## Agencies Serving Special Groups

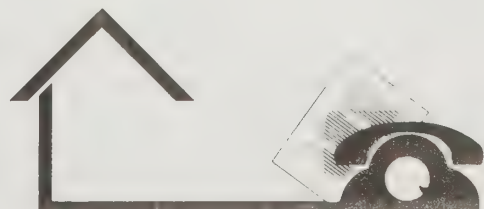
### Section D

*The INDEPENDENT LIVING PROJECT* will provide housing assistance if you are handicapped. Talk to Dave Clisbee.

San Francisco Independent Living Project  
814 Mission St.  
543-0233

*SWORDS TO PLOWSHARES* offers housing services for veterans.

Swords to Plowshares  
944 Market St.  
391-8393



## Chapter 4



### Selecting a Realtor

Realtors are in the business of matching people with places to live. They keep listings of houses for sale or apartments for rent; some handle both sales and rentals. Realtors differ in the types of services they offer and in the charges they make for their assistance (some charge the landlord; others charge the tenant). Before going to a realtor, find out which realtors handle the kind of place you are looking for, at prices you can afford, in the neighborhood in which you want to live. Friends may be able to tell you which realtors would be most helpful and useful to you, or get in touch with some of the "Information and Referral Agencies" listed in this booklet.

### Costs

When you request help from a realtor, find out all the details of payment.

Do you pay the fee, or does the landlord who lists the vacancy pay?

How much is the fee?

Must you pay in advance or only when and if you find a place you want to take?

*Advance Fee Agencies* ask for money before you can see their listings. Some people have found that these agencies do not really have the listings they advertise, so be careful. Take your time, and don't be pressured into using an agency. Ask for

advice from several different sources of information about housing.

If you do use a licensed advance fee agency and pay *more than* \$25 to see their listings, the agency *must refund anything over* \$25 if you do not find a place to live through their services. If an advance fee agency does not tell you the truth (for example, if they tell you that a certain apartment is available at a rent you can afford, when it really is not) then you have a *legal right to get all your money back*.

### Complaints

If you do have a problem with a realtor, and think you have been misled, treated unfairly, cheated, taken advantage of, or defrauded, you should complain. Write or call one of the offices listed below, or get in touch with a lawyer or legal assistance office. (See *Chapter 12: Legal Help*)

California State Department of Real Estate  
185 Berry St., Room 5816  
San Francisco, CA 94107  
557-2136

The Department prefers to receive your complaint in writing, but you may call if writing is difficult for you.

S.F. District Attorney  
Consumer Fraud and White Collar Crime Unit  
880 Bryant St.  
San Francisco, CA 94103  
553-1814

### Discrimination Complaints

Realtors are not allowed to discriminate against anyone because of race, sex, religion, physical handicap, or national origin. If you have been discriminated against by a realtor, call the City *HUMAN RIGHTS COMMISSION*:

Human Rights Commission  
1095 Market St., Room 501  
558-4901  
Grant S. Mickins III, Director

*Chapter 11: Who to Complain to*, lists other agencies handling complaints of unfair discrimination.





# Moving Companies

## Selecting a Moving Company

After you have obtained the names and phone numbers of moving companies from the "Information and Referral Agencies" listed in this book, from the yellow pages, or from friends, the two major points to consider in making your selection are the movers' charges and their reliability.

The way to find out how much each company will charge to move your furniture and belongings is to call and request a *written* estimate of the move. To make this estimate, the mover should come to your home and see what you want to move. When you ask for an estimate:

- Make sure that it is free.

- Make sure that the estimate does not obligate you to do business with the mover.

- See that all your furniture and possessions and all packing and additional charges are included in the estimate.

- Do not sign anything you do not understand.

If you move *within* California, the final price is required, by law, to be close to the mover's estimate. The *PUBLIC UTILITIES COMMISSION* has information that compares the estimates of different companies for moves within the state. Go to the Commission and ask to see the *Semi-Annual Summary of Household Goods Carrier Report*. It can help you compare costs.

Public Utilities Commission  
350 McAllister St.  
San Francisco, CA 94102  
557-0377  
Consumer Affairs: 557-0350

The cheapest movers may not be the most reliable. All moving companies are legally required to be licensed by the Public Utilities Commission, but some operate without licenses. Licensed movers are required to insure their work, which can protect your possessions against loss or damage. Unlicensed movers are often cheaper than licensed movers because they do not have insurance. As a result, it may be more difficult to get money back from them if your belongings are lost, stolen, or damaged during the move. The chances of these things occurring during the move are probably greater with an unlicensed mover.

If you have to use an unlicensed mover because of the cost:

- Ask for recommendations first from the Information and Referral Agencies listed in this book or from people who have used the movers.

- Find out how long the movers have been at their current address. Movers who are stable and well-known in the community are more likely to be reliable. Keep the address in case you have to contact the mover after the move is over.

## Paying the Mover

You must have the money for the mover's fee, or they may not move your furniture into your new home. If you do not have the cash or a certified check by the time of your move, or if you have not reached some other agreement about payment ahead of time, the moving company can put your things into storage and then can charge you extra for warehouse charges and for moving your belongings out of storage.

If you receive SSI or if your income is low, you may be eligible to get moving expenses paid through the *DEPARTMENT OF SOCIAL SERVICES*.

Department of Social Services  
170 Otis St.  
558-2706

If you do not qualify for this assistance, but the expense of moving presents a real hardship for you, call Joel Weeden at *LUTHERAN CARE FOR THE AGING*. They have some limited funds to help people in such cases.

Lutheran Care for the Aging  
1101 O'Farrell St.  
San Francisco, CA 94109  
441-7777

## Complaints about Movers

If you wish to make a complaint about a mover (for example, because of excessive charges, damaged or lost property, inaccurate weight tickets, or final bills higher than initial estimates) call the *CONSUMER AFFAIRS DIVISION* of the *PUBLIC UTILITIES COMMISSION*.

Public Utilities Commission  
350 McAllister St.  
San Francisco, CA 94102  
Main Number: 557-0377  
Consumer Affairs: 557-0350

Problems with moving outside California are handled by the *INTERSTATE COMMERCE COMMISSION*:

Interstate Commerce Commission,  
Regional Office  
211 Main St., Suite 500  
San Francisco, CA 94105  
556-1392

Or you can complain about a mover to the District Attorney, *CONSUMER FRAUD UNIT*:

S.F. District Attorney  
Consumer Fraud & White Collar Crime Unit  
880 Bryant St.  
San Francisco, CA 94103  
553-1814

## Chapter 6



### Different Kinds of Places to Live



# Apartments for Low and Moderate Income Senior Citizens **6A**

Most of these privately-owned and managed buildings have *lower rents* than you will find in private buildings, because most are receiving some form of rental assistance money from the U.S. Department of Housing and Urban Development (HUD). HUD has also been involved in the construction and management of some of these buildings.

In most, but not all, of their buildings, your rent is subsidized. In those cases, your rent is  $\frac{1}{4}$  of your household income. (If you live with another person, your household income is considered to be both your incomes combined.)

## Who is Eligible to Live in These Buildings?

To qualify for subsidized apartments, your income has to be less than these upper limits:

Family Size	Maximum Yearly Income
1	\$11,600.
2	\$13,250.

Remember, some of these buildings do not have subsidies. Also, some buildings with subsidies may contain unsubsidized apartments which do not have income limits. That means they are more expensive, but they are also easier to get into.

There are some non-financial eligibility requirements, also, that may vary from building to building. In nearly all cases, tenants must be in good mental and physical health, and they must be capable of getting around and living independently.

Some of these buildings are limited to seniors and handicapped people. Others are for senior citizens *and families with children*. (See Chart A.) Senior citizens are defined here as age 62 or over for the couple to qualify as "senior citizens."

## About the Buildings

All of the buildings listed here have at least some studios or one-bedroom apartments. (Usually, studios are given to individuals, and one-bedrooms are given to couples.) The apartments have kitchens or kitchenettes, almost all are unfurnished, and most have carpeting and drapes.

Most of the buildings are new and have coin-operated laundries and common rooms for meetings and socializing. The buildings that are for senior citizens only have special features such as elevators and grab bars in the bathrooms. Some apartments have emergency call buttons to call for help.

Check the location of every building you are considering. Some are located in undeveloped or industrial areas, so they may not be convenient to bus lines, shopping, or doctors.

Some of these buildings have a meal program (see Chart A) in which residents eat together in a large dining room and pay an extra monthly charge for meals. Some of these programs are optional; others are mandatory.

## Rent

Rent usually includes utilities. The amount of rent depends on a number of factors, including your income and the type of federal assistance the building receives.

## How to Apply

All these buildings have *long* waiting lists, and many lists are hundreds of names long.

Apply at each individual building you are interested in. Each building has its own staff for choosing tenants and managing the building, but in every instance, the way that tenants are chosen *must be fair*. If you apply for a new building on the first day applications are being taken, you must be considered for an apartment first. The ongoing management of the building must also be fair and decent.

## Complaints

If the method of selecting tenants or the management of the building is not fair and decent, you can complain to the owner and to HUD, which has some responsibility for most of these buildings. HUD can provide you with the owner's name and address. If you write the owner, send HUD a copy of the letter. And if your problem is not resolved, get back in touch with HUD. With complaints about tenant selection, call Carmella Glass or any other *Occupancy Specialist*.

HUD (U.S. Dept. of Housing and Urban Development)  
One Embarcadero Center, Suite 1600  
556-3737

With other complaints, call Rose Hamilton.

HUD  
One Embarcadero Center, Suite 1600  
556-7250

## The List of Buildings (Chart A)

On the following list, buildings still under construction are marked with an \*

When we are aware of a special service, we have listed it next to the building which provides the service. If a service is not listed for a particular building, it may mean either that the building does not have the service or that we simply have no information about the service.

### Chart A

## Apartments for Low and Moderate Income Senior Citizens

Key: \* indicates a building which is being built, but which is not yet completed  
100% indicates a building which is mostly senior citizens, but which may include some younger handicapped tenants

Building and Address	Ages	Size	Special Services
<b>Alexis Apartments</b> 390 Clementina Street San Francisco 94103 495-3690 Mgr: Mrs. Bernice Marks	100% senior citizen	206 units	Breakfast and lunch available in cafeteria (optional) Activities Social Worker
<b>All Hallows Gardens</b> 35 Lillian Street San Francisco 94124 or P.O. Box 24107 San Francisco 94124 (includes Shoreview, LaSalle, and Bayview Apartments) 647-6922	Senior citizens <i>and</i> families	605 units	
<b>Ammel Park</b> 656 Grove Street San Francisco 94102 863-7734	Senior citizens <i>and</i> families	120 units	
<b>Apartamentos de la Esperanza</b> 3590 19th Street San Francisco 94110 626-5513 Mgr: Mr. Peralta	100% senior citizen	39 units	



<b>Building and Address</b>	<b>Ages</b>	<b>Size</b>	<b>Special Services</b>
<b>Banneker Homes</b> 725 Fulton Street San Francisco 94102 863-7450	Senior citizens <i>and</i> families	108 units	Some wheelchair access
<b>Bayview Apartments — see All Hallows Gardens</b>			
<b>Bethany Center Senior Housing</b> 580 Capp Street San Francisco 94110 282-0287 Mgr: Mr. M. Matsumoto	100% senior citizen	132 units	Dinner Monday-Friday (mandatory) Wheelchair access Library
<b>Buchanan Park Apartments</b> 1150 Webster Street San Francisco 94115 563-1885	Senior citizens <i>and</i> families	68 units	Wheelchair access
<b>Dimas-Alang</b> 50 Rizal Street 495-5007 Mgr: Mr. T. Garcia	100% senior citizen	201 units	Dinner Monday-Friday (mandatory)
<b>Eastern Park Apartments</b> 711 Eddy Street San Francisco 94109 776-0114 Mgr: Mr. Bruce Folis	100% senior citizen	201 units	Dinner Monday-Friday (mandatory) Activities Wheelchair access
<b>El Bethel Arms Apartments</b> 1234 McAllister Street San Francisco 94115 567-3950 Mgr: Mr. Wiggan	100% senior citizen	255 units	Wheelchair access Activities Medical programs
<b>* Fellowship Manor</b> 1201 Golden Gate (near Webster) San Francisco 94115 922-0154	100% senior citizen	106 units	Wheelchair access Social worker Dinner Monday-Sunday (mandatory) Estimated completion: 6/80
<b>St. Frances of Assisi</b> 145 Guerrero Street San Francisco 94103 621-4092 Mgr: Sr. Mariana	100% senior citizen	108 units	Dinner Monday-Friday (mandatory) Wheelchair access Medical programs
<b>Frederick Douglas Haynes Gardens</b> 1049 Golden Gate Avenue San Francisco 94115 563-3581	Senior citizens <i>and</i> families	104 units	

<b>Building and Address</b>	<b>Ages</b>	<b>Size</b>	<b>Special Services</b>
<b>Freedom West I &amp; II</b> 820 McAllister Street San Francisco 94102 929-1011 Mgr: Mr. Smith	Senior citizens <i>and</i> families	382 units: includes 72 one- bedrooms	These buildings are cooperatives; before moving in there is a one-time charge of approximately \$725 for a one-bedroom apartment
<b>Friendship Village</b> 40 Friendship Street San Francisco 94117 921-2002 Mgr: Mrs. McRay	Senior citizens <i>and</i> families	158 units: includes 28 studios and one- bedrooms	
<b>Golden Gate Apartments</b> 1820 Post Street (near Fillmore) San Francisco 94115 921-3469 Mgr: Ms. Leatta Samuels	Senior citizens <i>and</i> families	72 units: includes 18 studios and one- bedrooms	Some wheelchair access
<b>Jackie Robinson Gardens</b> 1340 Hudson Avenue San Francisco 94124 821-7280	Senior citizens <i>and</i> families	132 units: includes 36 studios and one- bedrooms	Wheelchair access
<b>Jones Memorial Homes I</b> 1640 Steiner Street San Francisco 94115 346-4850 Mgr: Mr. Hunt	100% senior citizen	37 units	
<b>Jones Memorial Homes II</b> 2045 Sutter Street San Francisco 94115 922-4770 Mgr: Mrs. B. Figgins	100% senior citizen	103 units	
<b>LaSalle Apartments — see All Hallows Gardens</b>			
<b>Laurel Gardens — Site 17</b> 1555 Turk Street (near Fillmore) 931-0277 Mgr: Ms. J. Cameron	Senior citizens <i>and</i> families	52 units: includes 12 one- bedrooms	Some wheelchair access
<b>Loren Miller Homes</b> 937 McAllister Street San Francisco 94115 922-8911	Senior citizens <i>and</i> families	107 units	These are cooperatives; before moving in there is a one-time charge of approximately \$360 for a one-bedroom apartment



Building and Address	Ages	Size	Special Services
<b>Marcus Garvey-Martin Luther King Co-op</b> 1680 Eddy Street San Francisco 94115 921-3321 or 921-3365 Mgr: Ms. C. Johnson	Senior citizens <i>and</i> families	211 units	Wheelchair access Activities Counseling program This building is a cooperative: upon moving in there is a one-time charge of approximately \$300. This charge can be deferred in case of hardship
<b>Martin Luther Tower</b> 1001 Franklin Street San Francisco 94109 929-7770 Mgr: F. Dowdell	100% senior citizen	124 units	Dinner program (optional) Activities Wheelchair access
<b>* Mei-Lun-Yuen</b> Stockton/Sacramento Streets Contact: Cynthia Joe Cameron House Sacramento and Joice Streets 781-0401 or 392-4768	100% senior citizen	152 units	Wheelchair access Estimated completion: 1981
<b>* Menorah Park</b> 3365 Sacramento (near Walnut) San Francisco 94118 929-7912	100% senior citizen	150 units	Wheelchair access Social Worker Estimated completion: 1980 Now occupied
<b>Midtown Park</b> 1415 Scott Street San Francisco 94115 931-5848	Senior citizens <i>and</i> families	140 units	
<b>* Mission Plaza</b> 16th Street, Mission, and Capp Streets Contact: Pacific Union Dvlpmnt. Mgmt. Co 3701 Buchanan San Francisco 929-0800 Director: Kereen Wendt	Two buildings: one 100% senior citizens; one families	135 units: includes 82 studios and one-bedroom apartments	Wheelchair access Estimated completion: 5/80
<b>Namiki Apartments</b> 1776 Sutter Street (near Buchanan) San Francisco 94115 922-1788	100% senior citizen	34 units	Wheelchair access
<b>Nihonmachi Terrace</b> 1615 Sutter Street (near Octavia) San Francisco 94109 346-1200	Two buildings: one 100% senior citizen	174 units	

<b>Building and Address</b>	<b>Ages</b>	<b>Size</b>	<b>Special Services</b>
<b>Notre Dame Apartments</b> 1590 Broadway San Francisco 94109 673-2001 Mgr: Mr. George Jeffrey	100% senior citizen	205 units	Dinner Monday-Friday Activities Social worker Wheelchair access
<b>On-Lok House</b> 1441 Powell Street (near Vallejo) Contact: On-Lok Services 1490 Mason Street San Francisco 94133 989-2578 Mgr: Ms. Anne Wong			Three meals/day Day health center Building is for frail elderly and handicapped Estimated completion: 1981
<b>Park-Sunset Apartments</b> 1353 7th Avenue San Francisco 94122 661-8411	100% senior citizen	30 units	Wheelchair access
<b>Prince Hall Apartments</b> 1170 McAllister Street, Suite 405 San Francisco 94115 922-2775 or 563-3802	Senior citizens <i>and</i> families	94 units	
<b>Ridgeview Terrace</b> 140 Cashmere San Francisco 94124 821-7440	Senior citizens <i>and</i> families	101 units: 48 studios and one- bedrooms	
<b>Royal Adah Arms Apartments</b> 1240 Fillmore Street San Francisco 94115 567-3840	100% senior citizen	144 units	Wheelchair access Activities
<b>Salvation Army Chinatown Center</b> 1450 Powell Street San Francisco 94133 781-7360	100% senior citizen	8 units	Brunch program Monday-Friday
<b>Shoreview Apartments — see All Hallows Gardens</b>			
<b>Silvercrest Residence</b> 133 Shipley Street San Francisco 94107 543-5381	100% senior citizen	257 units	Wheelchair access Dinner Monday-Friday Social worker Activities
<b>Sutter Apartments</b> 1480 Sutter Street San Francisco 94109 441-4909 Mgr: Ms. Betty Johnson	100% senior citizen	68 units	Wheelchair access



<b>Building and Address</b>	<b>Ages</b>	<b>Size</b>	<b>Special Services</b>
<b>Thomas Paine Square</b> 1161 Turk Street San Francisco 94115 929-1161	Senior citizens <i>and</i> families	98 units: includes 36 studios and one- bedrooms	
<b>Unity Peace and Freedom</b> 220 Cashmere San Francisco 94124 821-7010	Senior citizens <i>and</i> families	94 units: includes 48 studios and one- bedrooms	
<b>Univista Apartments</b> 1340-A Turk Street San Francisco 94115 563-5932 Mgr: Arthur Sapp	Senior citizens <i>and</i> families	24 units: includes 12 studios and one- bedrooms	
<b>Vincentian Villa</b> 1825 Mission Street San Francisco 94103 621-5305 Mgr: Mr. Allen or Mr. Piro	100% senior citizen	124 units	Activities Wheelchair access Library
<b>Vista del Monte</b> 49 Goldmine Drive San Francisco 94131 282-1634	Senior citizens <i>and</i> families	24 one- bedrooms	Activities No wheelchair access
<b>Western Park Apartments</b> 1280 Laguna Street San Francisco 94115 922-5436 Mgr: Mr. Bruce Folis	100% senior citizen	183 units	Dinner Monday-Friday (mandatory) Activities Wheelchair access
<b>Woolf House</b> 801 Howard Street (near 4th) San Francisco 94105 981-2165	100% senior citizen	112 units	Lunch Monday-Friday Wheelchair access
<b>YWCA</b> 940 Powell Street (near Clay) San Francisco 94108 Contact: YWCA 620 Sutter Street 775-6500 Carol Newkirk	100% senior citizen	96 units	Wheelchair access Social worker Estimated completion 1981/1982

The San Francisco Housing Authority has low-rent (subsidized) apartments for low-income tenants. Families, married couples with one member of age 62, and individuals who are over 62 years old or disabled are eligible for this housing—if their income and assets are less than these upper limits:

Family Size	Income		Assets
	Yearly	Monthly	
1	\$11,600	\$ 966	(These limits apply only to people of 62 or older.) \$16,200
2	\$13,250	\$1104	\$18,500

If you live alone, and your monthly income is less than \$966/month, and you do not have property or savings worth more \$16,200, then you should be eligible for public housing.

Rent for the housing project apartments is based on your income, and is never more than  $\frac{1}{4}$  of the household's total income.

The waiting list for Housing Authority apartments is very long: there are now some 4,000 applications on the waiting list.

**HOWEVER, IF YOU ARE IN SERIOUS OR IMMEDIATE NEED OF HOUSING FOR ANY OF THE REASONS LISTED BELOW (under "Priorities"), YOU SHOULD GO IN PERSON TO THE HOUSING AUTHORITY WITH WRITTEN PROOF OF YOUR SITUATION AND EITHER:**

- 1 MAKE AN APPLICATION, OR**
- 2 TRY TO GET A HIGHER PRIORITY FOR YOUR EARLIER APPLICATION BY TALKING TO ONE OF THE COUNSELORS.**

**They may be able to help you.**

## Priorities

People in the following situations have a better chance of getting a Housing Authority apartment:

- 1** People who have lost or who are about lose their homes because of government action such as Health Department order, building condemnation, etc;
- 2** Homeless people;
- 3** People who are about to lose their homes;
- 4** People living in unsafe, unsanitary, or overcrowded housing; and
- 5** People who are paying more than  $\frac{1}{4}$  of their incomes for rent.

Veterans also receive special priority consideration.

Certain apartments are set aside for handicapped people.

In general, the earlier the application is made, the better.

**All applications must be made at the central office of the Housing Authority.**

San Francisco Housing Authority  
440 Turk Street  
San Francisco 94102  
673-5800



## Location of the Buildings

The following buildings are public housing projects which are only for senior citizens and handicapped people. Only one member of a married couple has to over age 62 to qualify. These buildings have special architectural features for senior citizens.

**John F. Kennedy Towers**  
Sacramento near Webster

**Mission Dolores**  
Fifteenth Street near Guerrero

**Woodside Gardens**  
Woodside Avenue opposite Hernandez

**990 Pacific**  
Pacific and Mason

**350 Ellis**  
Taylor and Jones

**227 Bay**  
Powell and Stockton

**345 Hermann**  
Hermann near Steiner

**3850-18th Street**  
18th Street and Dorland

**320-330 Clementina**  
Clementina between 4th and 5th Streets

**666 Ellis**  
Larkin and Hyde

**363 Noe**  
Pond and Noe

**2698 California**  
California and Scott

**25 Sanchez**  
Duboce and Sanchez

**1760 Bush Street**  
Bush and Octavia

**345 Arguello**  
Clement and California

**1880 Pine Street**  
Pine and Octavia

**491-31st Avenue**  
Geary and 31st Ave.

**1750 McAllister**  
Broderick and Baker

Additionally, the following family buildings have studio apartments which may be rented to senior citizens:

**Hayes Valley**  
Buchanan, Webster, Page, Haight, Fell, Hayes

**Hayes Valley Site A**  
Velasco and Castillo

**Plaza Annex**  
Webster, Turk, Buchanan, and Laguna

**Pingyuen North**  
Broadway, Cordelia, Pacific, Stockton

And, in addition, the rest of the Housing Authority's buildings (there are approximately 25 others) which are designated for families, may take senior citizen married couples or families.

In the Section 8 program, you pay part of the rent and the Housing Authority pays the rest. This is called a subsidy.

There are the same qualifications and priorities for acceptance into this program as for Public Housing. (See the *Public Housing* section of this book.)

If you are found to be eligible and accepted into the Section 8 program, you are given a **Certificate of Participation**. You may then *either*:

- 1 stay in your apartment if it is approved by the Housing Authority inspectors and if the landlord of the building agrees. Your rent will then be reduced to  $\frac{1}{4}$  of your household's income, and the Housing Authority will pay the difference.

Or 2 you may then look for another apartment that the Housing Authority will accept. (It must be in good condition, and the rent cannot be too high.) If you find an acceptable apartment and the landlord agrees, you will pay  $\frac{1}{4}$  of your household's income and the Housing Authority will pay the rest.

(If you have questions about this program, call the Leased Housing Division of the Housing Authority.)

Unfortunately, the Housing Authority is *not now* accepting applications to this program and does not plan to reopen applications in the near future. From time to time you can check with the **LEASED HOUSING DIVISION** of the Housing Authority to find out if there are any plans to reopen applications.

If you already applied and are now on the waiting list (some 2500 names long) you should check the list of priorities under "Public Housing," and, if any of them apply to you (if you are homeless, will soon be homeless, live in unsafe or unhealthy housing, etc.) *take written proof of your situation* (for example, an eviction notice) *in person to the Housing Authority and talk to a counselor there*. They should be able to move your application higher on the waiting list.

Leased Housing Program  
San Francisco Housing Authority  
440 Turk Street  
San Francisco 94102  
673-5800

Section 8 is a good program, but right now no one can use it. If you would like the program to be expanded and opened up, contact your representatives — especially your federal Senators and Representatives, and the City Supervisors. (See *Chapter 13: Public Officials*.)

## Complaints about Public Housing and Section 8

If you have a problem with the Housing Authority (about either public housing or their Section 8 program) and you think they have done something wrong, and you do not get any satisfaction by complaining directly to the Housing Authority, make your complaint to HUD. HUD (the U.S. Department of Housing and Urban Development) oversees the Housing Authority and may be able to help you. Call Susan Hughes at 556-1898 with public housing problems, and call Rose Hamilton at 556-7250 with Section 8 problems. She can refer you to the right person to hear your particular complaint.

HUD  
U.S. Department of Housing and Urban Development  
One Embarcadero Center, Suite 1600

If after contacting HUD you are still not satisfied, contact a lawyer or legal assistance office. (See *Chapter 12: Legal Help* section of this book.)



# Shared Housing:

## the Solution to Your Housing Problems?

6D

Shared housing is a way of living that is becoming popular with senior citizens. It solves several different housing problems. Houses and large apartments are somewhat easier to find than studios and one-bedroom apartments in San Francisco. Housing costs and general living costs (such as utilities, food, etc.) can be reduced in group living, where each person just pays his/her share of the costs. And shared housing can offer companionship and some mutual sharing of household chores.

If you do not like to live completely alone; or

if you cannot afford it, or

if it is hard for you to handle all the cooking, shopping, and cleaning by yourself, but you are still in good health and able to take care of yourself;

**Then:** you should look into shared housing.

Each shared housing program is different, but usually two or more unrelated adults live together, share household duties and expenses, and eat at least one meal/day together. Each person usually has his or her own room with his or her own furniture. A shared household may be all women, all men, or a mix. It may be all senior citizens or a mixture of generations.

### If you own your home:

If you own your home, and you are thinking about sharing it with someone, plan carefully ahead of time:

Do you want a fixed rent from the person, or rent plus half the costs of utilities and telephone?

Do you want to live with a man, or a woman, or does it matter?

Do you want to share with someone you already know?

If you are willing to share with a stranger, what qualities and living habits are important to you in a compatible housemate?

Ask for references from the people who apply.

Do you want to share food and cooking?

How do you feel about guests?

If you want a housemate who will do some household chores in exchange for a reduced rent, how many hours/week will the work take, and how much will you reduce the rent?

**If you want to share your house with another senior citizen,** tell your friends, put up a notice at the local senior center, and call Matt Finnegan at the Commission on Aging. Tell each of these people *what kind* of housemate you are looking for.

Senior Information Line  
S.F. Commission on Aging  
558-5512  
Matt Finnegan

**If you want to share your house with a younger person,** call the student housing offices of local colleges and universities. Tell them what kind of person you are looking for.

## If you are looking for a shared housing situation:

If you want to live with one other senior citizen in his or her house, contact senior centers and call Matt Finnegan at the Commission on Aging.

Senior Information Line  
S.F. Commission on Aging  
558-5512  
Matt Finnegan

If you want to live with a group of other people there are two organizations offering shared housing programs in San Francisco.

1 Action for Better Living for Elders (ABLE) has set up one shared household on Valley Street. It is trying to set up others. ABLE households include adults of all ages. ABLE holds workshops for people who are interested in moving into a shared household, and then helps them find a suitable house or apartment and set it up. If you are interested, call ABLE to find out the time and location of the next workshop.

ABLE also matches persons who have space to spare with persons who need a place to live.

ABLE:  
Action for Better Living for Elders  
944 Market Street, Room 608  
Phone: 788-A-B-L-E,  
Monday-Friday 9AM - 1 PM

2 Jewish Family Services offers a shared housing program at 1100 Gough Street for Jewish senior citizens. The program has some outside staff to help the residents with cooking, cleaning, and transportation. Rent may depend on your income and your ability to pay. If you are interested, contact Mrs. Adelson at Jewish Family Services.

Jewish Family Services  
1600 Scott Street  
San Francisco  
567-8860  
Mrs. S. Adelson

## Residential Hotels

6E

Many of San Francisco's senior citizens live in residential hotels. These hotels offer some of the services of hotel living but still accept "permanent" residents, or residents who pay monthly or weekly rather than daily. Some of these hotels will agree to sign regular yearly leases with their permanent residents.

If you need a place to live right away, you may want to live in one of these hotels for a month or two while you look for a regular apartment. Usually these hotels have some vacancies, or the waiting period for a room is not too long.

## Summer-Winter Policies

Some hotels have "summer-winter" policies: During the Summer, these particular hotels usually keep the permanent residents they already have, but do not accept any new ones. Vacant rooms are rented on a daily basis to tourists. In the winter they again accept new permanent residents. Some of these hotels rent to all their tenants on a daily or weekly basis during the summer, and then rent to some of their tenants on a monthly basis again during the winter.

## Location

In San Francisco, most of these hotels are in the downtown area, and are very convenient to recreation, cultural attractions, department stores, and government and business offices. There are usually small grocery stores close by. On the other hand, many of these hotels are in the "bad areas" of downtown: areas which are run down and may be unsafe. And you may find that you do not want to live in the middle of the downtown noise and traffic.



## Condition of the Buildings

Many of these hotels are themselves run down. You may see buildings with faulty stairs, broken elevators, and bad plumbing. Some hotels have 24 hour desk clerks and good security measures; some do not. Check carefully into each hotel you are considering, and try to talk alone with some of the tenants to find out what they think of the place.

## Living in a Residential Hotel

Most of these hotels offer furnished rooms. Some hotels have rooms with private baths; in others you have to share a bath, and you have to walk down the hall to get to it. Rent is usually cheaper for rooms with shared bathrooms.

Most rooms do not have kitchens or kitchenettes. (See Chart B) Most do not allow cooking in the rooms, but some managements may allow hotplates or small refrigerators. Some of these hotels have meal programs. (See Chart B) Many of these hotels are close to senior citizen meal sites and to inexpensive restaurants.

Most of these hotels provide maid service daily or weekly, usually at no extra charge above the rent. Personal care service (help in dressing, bathing, feeding, etc.) to residents during illness is not provided in any of these residential hotels. Some have rules about visitors' hours and about having visitors in the rooms.

## Subsidies

Several of these hotels receive subsidies from HUD (U.S. Department of Housing and Urban Development) for senior citizens (here defined as age 55 and over). Residents in these particular hotels (marked on the Chart B with an !) do not have to pay more than ¼ of their incomes for rent; the HUD subsidy pays the rest. These particular hotels are usually in good condition.

## Complaints About Subsidized Hotels

If you live in a HUD-subsidized hotel (marked on the chart with a "!") and you are having a problem with the management, call HUD and complain.

U.S. Department of Housing and Urban Development  
One Embarcadero Center, Suite 1600  
556-7250  
Rose Hamilton

If HUD doesn't help you, see a lawyer.  
(See Chapter 12: Legal Help)

## Conversion

Some of the owners of these hotels have tried to evict their permanent residents or encourage them to move out, so that they can "convert" the residential hotel into a tourist hotel or into something else. There is now a temporary City ordinance against this practice. If the ordinance is not renewed, and if you are living in a residential hotel, you may have to face this problem one day. Right now you can work to get the permanent ordinance passed. If you live in a residential hotel, and you think the owner or manager is trying to abuse your rights as a tenant so that you will move, call LEGAL ASSISTANCE TO THE ELDERLY.

Legal Assistance to the Elderly  
944 Market Street, Suite 803  
San Francisco 94102  
434-3895

## The Hotels

Here are two lists of residential hotels that accept permanent residents, and that are (as far as we can tell) up to building code standards. These hotels may soon change their policies about permanent residents or may fall into disrepair, but currently these hotels are reasonably safe, decent, and clean.

I The first list contains more information on rates, services, and size than the second. However, even the first list does not contain complete information. If no services are listed for a hotel, it may mean that no services are provided or that we simply have no information about the hotel's services. Check with each hotel to see if services are included in the cost of rent or whether they cost extra.

II Finally, there are other good residential hotels besides the ones listed here. If these hotels are full, ask the managers to recommend other similar hotels.

**Key:** ! indicates a building which has low rents for senior citizens who are eligible for HUD rent subsidies

## List I

Name and Address	Size and Rates	Services, Special Features
<b>Admiral Hotel</b> 608 O'Farrell Street 771-6389	30 rooms \$130-\$160/month	Furnished, private bathrooms, no kitchens, elevator, no maid service, no wheelchair access, no meal program
<b>! Alexander Residence</b> 230 Eddy Street 441-0260	177 units Rent not more than ¼ of income	90% senior citizen (55+) Some furnished, private bathrooms, no kitchens, elevator, no maid service, wheelchair access, meal program, activities
<b>Aldrich Hotel</b> 439 Jones Street 441-9710	\$30-\$45/week	Furnished, no kitchens, linen service
<b>! Antonia Manor</b> 180 Turk Street 771-2446	133 units Rent not more than ¼ of income	Private bathrooms, elevator, no maid service, wheelchair access, activities
<b>The Broadmoor</b> 1499 Sutter Street 771-9119	140 units \$500-\$900/month	Furnished, maid service, meal program, activities
<b>Cadillac Hotel</b> 380 Eddy Street 673-7223 or -7224	159 units \$110-\$130/month	Furnished, some private baths, no kitchens, elevator, maid service, wheelchair access, activities
<b>Civic Center Hotel</b> 20-12th Street 861-2373	160 units \$45-\$55/week	Some private bathrooms, no kitchens, refrigerators in rooms, elevator, maid service wheelchair access
<b>! Crescent Manor</b> 467 Turk Street 441-4919	92 units Rent: ¼ of income with subsidy; or \$156-\$179/month	Furnished, private bathrooms, no kitchens, elevator wheelchair access, no meal program
<b>Elk Hotel</b> 670 Eddy Street 776-0767	86 units \$35/week, or \$145-\$160/month	Furnished, some private bathrooms, no kitchens, elevator, some maid service, wheelchair access, no meal program, no activities



Name and Address	Size and Rates	Services, Special Features
<b>Ellis Hotel</b> 465 Ellis Street 928-9794	54 units \$140/month	Furnished, some private bathrooms, no kitchens, elevator, no wheelchair access, no meal program, no activities, social worker
<b>Granada Hotel</b> 1000 Sutter Street 673-2511	200 units \$400-\$550/month, includes meals	100% senior citizens (60+) furnished, some private bathrooms, no kitchens in apts., elevator, no wheelchair access, meal program, activities
<b>Hacienda Hotel</b> 580 O'Farrell Street 928-3450	72 units \$45/week and up	Furnished, some private bathrooms, maid service, no wheelchair access, no meal program, no activities
<b>Hotel Herbert</b> 161 Powell Street 362-1600	105 rooms \$35-\$45/week \$130-\$170/month	Furnished, some private bathrooms, no kitchens, elevators, maid service, no wheelchair access
<b>Hurley Hotel</b> 201 Leavenworth Street 885-9946	55 units \$30/week \$90-\$120/month	Furnished, some private bathrooms, elevator, maid service, no wheelchair access no meal program, some activities
<b>Italian-American Hotel</b> 838 Sansome 986-9782	\$95-\$110/month	Furnished, no private bathrooms, no kitchens in apts., no elevator, maid service, no wheelchair access
<b>Jefferson Hotel</b> 440 Eddy Street 885-5052	\$40-\$55/week	Furnished, no private bathrooms, no kitchens, elevators, maid service on request, no wheelchair access, some activities
<b>Layne Hotel</b> 545 Jones Street 441-9317	40 units \$115-\$140/month	Furnished, some private bathrooms, elevators, maid service, no wheelchair access
<b>Lombard Residence Club</b> 1015 Geary 673-5232	100 rooms \$512-\$662/month (includes meals)	Furnished, private bathrooms no kitchens, elevator, maid service, meal program

Name and Address	Size and Rates	Services, Special Features
<b>! Maria Manor</b> 174 Ellis Street 397-7220	119 units Rent not more than ¼ of income	100% senior citizens (55+) Not furnished, private bathrooms, no kitchens, elevator, no maid service, wheelchair access, meal program, activities
<b>! Marlton Manor</b> 240 Jones Street 885-0361	150 units Rent not more than ¼ of income	Some furnished, private bathrooms, no kitchens, elevators, no maid service, wheelchair access, meal program, activities
<b>Mayflower Hotel</b> 975 Bush Street 673-7010	99 units \$325-\$475/month	Furnished, private bathrooms, kitchenettes, elevators, maid service, no wheelchair access, no meal program
<b>Modern Hotel</b> 162 Taylor Street 771-0181	29 units \$120-\$145/month	Furnished, some private bathrooms, no kitchens, no elevator, maid service
<b>Potter Hotel</b> 1288 Mission Street 864-9425	110 units \$25-\$35/week \$98-\$110/month	No private baths, no kitchens, elevator, maid service, no wheelchair access, no activities
<b>Sheldon Hotel</b> 629 Post Street 775-3280	60 units \$165-\$200/month \$50-\$60/week	Furnished, private bathrooms, no kitchens, elevator, maid service, no meal program
<b>Victorian Hotel</b> 54-4th Street 986-4400	168 units \$350-\$450/month Special private subsidy available on limited basis: apply at hotel	100% senior citizens (62+) Some private bathrooms, no kitchens, elevator, maid service, activities, physician on call
<b>Warfield Hotel</b> 118 Taylor Street 673-5812	60 rooms \$125-\$155/month	Furnished, some private bathrooms, no kitchens, elevators, maid service
<b>Women's Hotel</b> 642 Jones Street 775-1711	51 units \$35-\$55/week \$120-\$180/month	Furnished, some private bathrooms, no kitchens, elevator, no maid service, no wheelchair access, no activities
<b>YMCA</b> 351 Turk Street 673-2312	390 units \$140/month	Some private bathrooms, no kitchens, elevator, maid service, wheelchair access, no meal program



## List II

**Adrian Hotel**

493 Eddy Street  
441-9208

**Apollo Hotel**

422 Valencia Street  
621-9162

**Balmoral Hotel**

1010 Bush Street  
673-5070

**Belmont Hotel**

730 Eddy Street  
775-2142

**Blackstone Hotel**

81 Ninth Street  
861-3474

**Dorel Hotel**

1507 California Street  
441-9335

**Earle Hotel**

284 Golden Gate Avenue  
441-9373

**Edward Hotel**

3155 Scott Street  
921-9776

**Essex Hotel**

684 Ellis Street  
474-4664

**Finnegan Hotel**

1082 Folsom Street  
861-9165

**Gotham Hotel**

835 Turk Street  
928-7291

**Hansa Hotel**

447 Bush Street  
362-9817

**Lafayette Hotel (Midori)**

240 Hyde Street  
673-4031

**Maria Hotel**

444 Columbus Street  
956-9676

**Marlow Hotel**

619 Larkin Street  
474-5062

**Masarweh Hotel**

2420 Van Ness Avenue  
885-9933

**Mayfair Hotel**

626 Polk Street  
673-6373

**Olympic Apartment Hotel**

640 Eddy Street  
928-9805

**Park Hotel**

1040 Folsom Street  
621-9050

**Powell Hotel**

17 Powell Street  
421-6378

**Ritz Hotel**

216 Eddy Street  
673-7277

**Shawmot Hotel**

516 O'Farrell Street  
885-9566

**Spaulding Hotel**

240 O'Farrell Street  
788-9419

**Sweden Hotel**

570 O'Farrell Street  
885-9773

**Temple Hotel**

469 Pine Street  
781-2565

**William Penn Hotel**

160 Eddy Street  
885-9791

**Winton Hotel**

445 O'Farrell Street  
885-1988

**Worth Hotel**

641 Post Street  
775-3940

Retirement Homes, also called *Rest Homes*, *Homes for the Aged*, or *Residential Clubs*, are private homes or institutions where healthy senior citizens live and are provided with two or three meals/day and maid service.

The difference between retirement homes and Licensed Residential Care Homes is that retirement homes are *not licensed* to provide care, and so cannot offer services to their residents such as help with dressing and bathing and help during temporary illness.

Retirement Homes are similar to the residential hotels. The only differences are that retirement homes usually offer meals right *inside* the building, and retirement homes tend to be in more residential and less central neighborhoods than many of the residential hotels.

## Choosing a Retirement Home

If you can take care of yourself but would like to have maid service, meals provided, and some companionship, check into retirement homes. For each one you consider, find out:

Do you have your own kitchenette, are there shared kitchens, or are there no kitchens?

Will you have your own room, or share a room?

Will your room be furnished, or can you bring your own furniture?

Will you have your own bathroom, or have to share it with one or more people?

Does the home accept residents of all ages, or is it limited to senior citizens?

Are there activities? What are they, and when are they offered?

Are there laundry services, or is there a laundromat in the building?

What services are included in the basic rate, and what costs extra?

How is the food? Are allowances made for special diets? What are the hours for meals?

What is the policy about visitors? Are there strict visiting hours?

Are you allowed to have guests for meals? How much does it cost?

Do you have to pay for meals when you are away?

How often and how large are rate increases?

How often is there maid service?

How convenient is it to stores, doctor, transportation, etc?

Do the other residents like it?

Does it seem to be friendly and cheerful?

## Paying for a Retirement Home

A few retirement homes are listed here. This does not mean they are being recommended; we do not have information about their conditions, rates, or services. Use this list as a starting point, and find other homes listed in the Yellow Pages of the Phone Book under *Retirement Homes* and *Rest Homes*. (All are in San Francisco.)

### Morrill's Retirement Homes

3429 Anza St. 752-1643

### P and W Senior Citizens' Place

395 Eddy St. 474-1960

### Robert Frost Retirement Center

1901 Jackson 928-3737

### Sanders Home

605 Wallen 864-9009

### San Francisco Residence Club

851 California 442-2220

### Sea Cliff Manor Rest Home

533-29th Ave. 752-6442

### Sim's Villa

6324 Geary Blvd. 668-9229

### Sunset Manor

1255-16th Ave. 665-8760

### Sutter Manor Residence Club

860 Sutter 775-1522



Licensed residential care homes, also called board-and-care facilities, are living places for people who need help with some of the activities of daily living. But people who live in these homes must not need full-time nursing care. In other words, they provide an intermediate level of care and independence. The way of life in a residential care home is not as independent as it is in a hotel or retirement home (which offers only meals and housekeeping services) but it is more independent than in a nursing home (which is for people who need continuous nursing attention or personal care or who cannot walk).

Services provided by residential care homes may include twenty-four hour staff, special diets, housekeeping assistance, laundry assistance, help with dressing and personal hygiene, assistance with making and getting to doctors' appointments and taking prescribed medication, bedside care for colds and other minor temporary illness, transportation, and social and recreational activities. Not all residential care homes have all these services. Check with the homes that do have them to see if they charge extra for their services.

People who live in residential care homes must be able to walk, but many homes allow residents who use canes, crutches, or walkers. Most homes require that their residents be continent, be able to go to the bathroom without help, and be able to feed themselves. Before a resident is admitted, a doctor must report that the person does not need professional nursing care.

Most of these homes are small, housing from one to six residents, and rooms may be private or semi-private. The small homes are licensed by the County of San Francisco; those with more than 15 residents are licensed by the state. Licenses indicate that the homes meet standards of safety, cleanliness, and supervision in the caretaking of residents. There are over 150 residential care homes in San Francisco. If you are interested in finding out about them, contact the City *DEPARTMENT OF SOCIAL SERVICES*.

Neither Medi-Cal nor Medi-Care will pay for living in a Licensed Residential Care Home. If you are receiving SSI and living in a residential care home, you will receive a little extra allowance for board. Some of these homes will accept your SSI check or less as full payment. Others are more expensive, and must be paid for by the resident or his/her family. If you are thinking about moving into a residential care home, talk to the manager about the size and frequency of price increases for room and board. At this time, most rates range from approximately month.

Licensed Residential Care Home  
Placement Unit  
Department of Social Services  
P.O. Box 7988  
San Francisco, CA 94120  
558-2056

## Complaints

Any home providing personal care with room and board must be licensed. You should contact the *LICENSING UNIT* of the Department of Social Services, along with the home's manager, if you want to make a complaint about a home.

Licensed Residential Care Homes  
Licensing Unit  
Department of Social Services  
558-5206

Nursing homes provide round-the-clock nursing care to people who are otherwise not able to live by themselves. Nursing homes offer help in daily living, along with continuous nursing supervision.

## Choosing a Home

Every home is different. If you or a relative of yours is moving into one, *check into it carefully first by finding out about its:*

- Size
- Visiting Hours
- Safety
- Cleanliness
- Extra Costs
- Diet Plans
- Services
- Recreational Activities
- Any Religious Connection
- Employee Turnover
- Food Quality

Find out about the *contract* between you and the home. Also try to find out about the home's atmosphere, friendliness, the warmth of the staff, the morale of the residents, and the respect for the residents' privacy. Some homes put their most active, alert, and cheerful residents—their "showplace" residents—on the ground floor, in the front; so be sure you see the *entire home* before you make a decision.

## Kinds of Nursing Homes

There are two kinds of nursing homes: "intermediate care facilities" and "skilled nursing facilities." They offer different levels of care and are financed differently.

And there are *Multifacilities, Life Care Contract Homes, Founder's Fee Homes*, and Continuing Care Homes, which usually offer both levels of nursing care *plus* independent living apartments. For a large amount of money *plus monthly charges which may increase*, these homes offer to take care of you until you die. Before you commit yourself, be sure you *fully understand* the contract you make with the home.

## Paying for a Nursing Home

Medicare and MediCal each have their own specific rules about paying for living in nursing homes. *Whether* they pay, and *how much* they pay, depends on:

- 1 the *kind* of nursing home,
- 2 *your* physical condition,
- 3 *your income* and *savings*, and
- 4 other factors.

So check into the financing carefully *before* you move into a home.

## How to Find A Home

There are approximately 15 private nursing homes in San Francisco. For information about them, contact the *SENIOR INFORMATION LINE* of the *S.F. COMMISSION ON THE AGING*.

The Senior Information Line  
San Francisco Commission on the Aging  
1095 Market Street, Room 700  
San Francisco 94103  
558-5512

And you can also go to the California Department of Health and ask to see their nursing home files (go between 8 and 12 AM or 1 and 4 PM):

Licensing and Certification Division  
California Department of Health  
Health Care Section District Offices  
100 Mission Street, Room 802  
Mailing Address:

P.O. Box 3955  
San Francisco 94119  
557-1711

Ms. Marian Vought, District Administrator  
for Licensing and Certification



## Complaints about Nursing Homes

All nursing homes and all nursing home administrators are required to be licensed. The homes have to meet standards of safety, health, cleanliness, and medical supervision to keep their licenses.

If you want to complain about the home in which you live, or about a home where a friend or relative of yours lives, first speak to the home administrator. If the problem is not corrected, contact the *STATE LICENSING OFFICE*. (See above.)

Making a complaint in writing is best; but if you can't do that, call. You do not have to tell them who you are, you can make the complaint anonymously.

There is also a State-wide nursing home ombudsperson (trouble-shooter) who would be interested in hearing your complaint:

State Advocacy Assistance Program and  
Acting Ombudsman  
State Office on Aging  
918 J Street  
Sacramento, California 95814  
916-322-6715  
William Benson

## Emergency Housing and Shelters

61

The places listed here offer *temporary shelter* to people *in emergencies*, usually free of charge. Staff at these shelters will be able to help you make other longer-range plans for housing, food, and clothing, while you are staying at the shelter. Each place has its own rules about who may stay there on what conditions. These rules are listed in the following individual descriptions of each place:

### Old St. Mary's Church

660 California @ Grant  
986-4388

Bed tickets distributed daily at 5:00 PM  
22 bed tickets/day, no age-limits  
Seven days/week  
Maximum stay: three consecutive nights

### San Francisco Gospel Mission

219-6th Street @ Howard  
495-7366

Bed tickets distributed nightly: at 6 PM to those sitting in the first three rows of the chapel (You should be there by 5 PM)  
24 bed-tickets/day, men only, no age-limits  
No maximum length of stay  
Full breakfast served to overnight guests  
Light lunch served for men and women after noon services Monday-Friday, and after 7:30 PM services Monday-Saturday, and after 10:30 AM services Sunday  
Clothing, shower, and shave for men only  
1-3:30 PM

### St. Patrick's Church

756 Mission Street @ 4th Street  
421-0547

Very limited number of bed tickets, number varies daily, available after 12 noon, or after 8:30 AM on Sunday, by speaking with Msgr. McKenna

Men only

Tickets given are for Ozanam Center at 1175 Howard St. or for Planters Hotel at 286 Second Street

### Travelers' Aid Society

38 Mason Street @ Market (also free direct phone to Greyhound office)

781-6738

Workers available M-F, 9 AM - Noon and 1 PM - 5 PM

*Emergency* housing and social work services for newly arrived persons (here 45 days or less) who are experiencing problems with relocation or trying to return home.

Maximum: Three nights shelter plus food provided

**Lifeline Mission**

917 Folsom @ 5th Street  
392-2220

Closed Wednesdays and Sundays

Bed tickets distributed nightly before 7 PM chapel service. Doors open at 6 PM (Chapel is at 822 Guerrero, 861-4820)  
19 bed tickets per day, men only, no age-limits

One night's stay per person per week  
Coffee and donuts served for men and women after 9 AM service, soup and bread after 7 PM service

**St. Boniface Church and Adult Benevolent Association**

45 Jones Street @ Golden Gate Avenue  
552-3838

Bed tickets distributed M-F at 12 Noon.  
Line begins at 11:30 AM to the right of the St. Anthony's food line (121 Golden Gate Avenue)

(Interviews first: 9 - 11 AM daily.)

Maximum stay: one night

**Seton Hall**

165 Guerrero @ Maket

Men only, 35 places

Residence for men who exchange work at St. Anthony's Dining Room (121 Golden Gate Avenue) M-Sat, 8 AM - 2 PM for room and board

To apply, see manager at 45 Jones @ Golden Gate Avenue, 9 AM - 3 PM, M-F  
No maximum length of stay

**St. Anthony's Farm**

Petaluma, California (50 miles north of San Francisco)

Men only, 35-40 places, no age limits

Temporary residence for men who exchange work on the farm for room and board

To apply, see Jeff Burril at Dining Room Offices at 55 Jones Street @ Golden Gate Avenue, Tuesdays and Thursdays at 9 AM  
No maximum length of stay

**San Francisco Night Ministry**

986-1464 or 776-2103

(Mailing address: 432 Mason Street)

Limited emergency housing

Open at night only

Seven days per week

No age limits

**Raphael House**

1065 Sutter Street (between Larkin and Hyde)

474-4621

Run by the Holy Order of Man

Call first

Emergency housing for families and single women

Meals provided: two per day for adults, three per day for children

Many related services provided

No maximum length of stay

Nominal fee (\$2-\$3/day)

**Casa de las Madres**

585-2844

(Mailing address: P.O. Box 15147, S.F. 94115)

Must call first

30 places, for women, especially battered women, and their children

**St. Vincent de Paul Society****Ozanam Center**

1175 Howard Street

864-3057

By referral only: must get voucher from Old St. Mary's or St. Patrick's

21 places, men only

Shower and shave 7:30 AM - 11 PM daily

**Salvation Army Family Services**

101 Valencia Street

863-6520

Emergency services, including arrangements for food and temporary housing at several different hotels in Tenderloin

Call to schedule an appointment

**Salvation Army Turk Street Center - Harbor Light Service**

240 Turk Street @ Jones

928-7078

Center is primarily for alcoholic rehabilitation, but can also provide emergency housing

For couples, women, children, and single men if referred

One night maximum for emergency shelter

Crisis worker available M-F, 3 - 5 PM

**Apostleship of the Sea**

399 Fremont Street

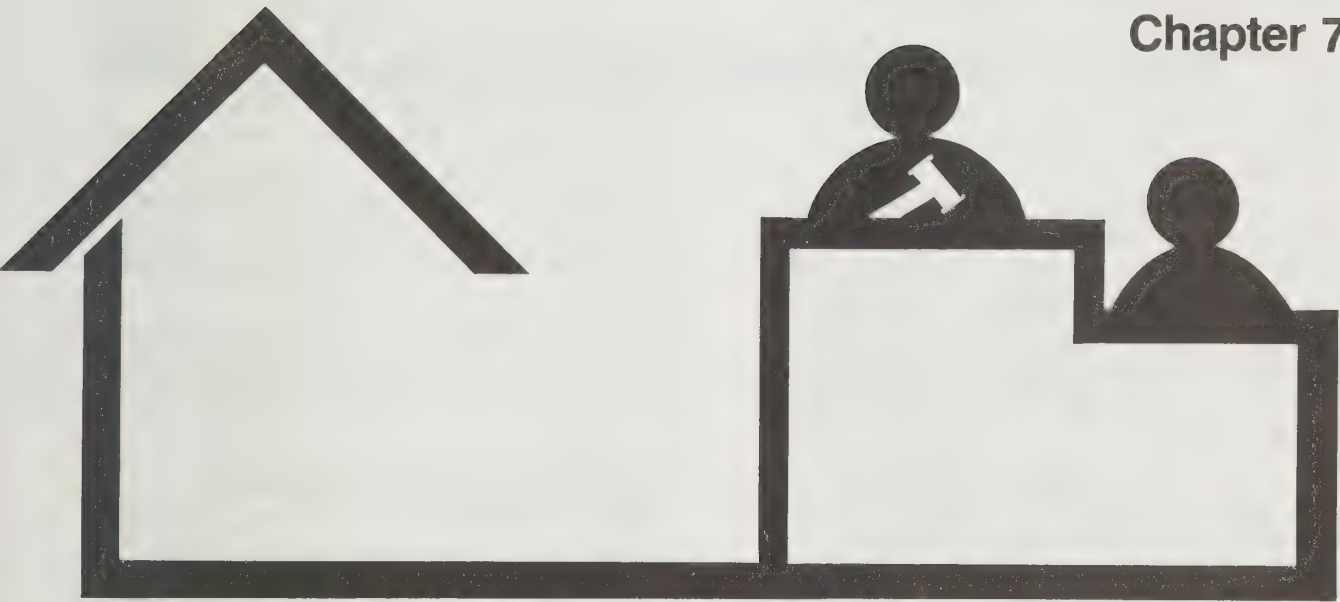
421-7845

Seamen only, 30 places



# PART II: YOU THE TENANT

## Chapter 7



## Your Rights As a Tenant

This section will inform you of some of your rights and obligations as a renter. It will also help you to recognize which housing problems you can handle by yourself, and which problems require additional help. If you need assistance, consult the Legal Resources section of this book (*Chapter 12*).

There is no longer an abundant supply of housing in San Francisco. This housing crisis causes problems for renters. Formerly, there was plenty of housing for rent as well as a variety of types of housing. The renter could pick and choose and sometimes even bargain for a rental price. This is no longer true.

### Rental Agreements

Due to the housing shortage, landlords can not only choose who lives in their buildings, but they can also place strict demands on their tenants. As a tenant, you must be very careful when entering into a rental agreement. *READ* thoroughly any written agreement *BEFORE* you sign it. If a part of the agreement seems harsh, unreasonable, or confusing, bring it to the attention of the landlord or his agent. Be sure that you understand all of your rights and obligations under the agreement so that you do not have trouble at a later time. If you need legal advice regarding the terms of your rental agreement, call one of the agencies listed in *Chapter 12: Legal Help*.

## Inspection

When you plan to move into an apartment or other rental unit, be sure to make a thorough *INSPECTION* of the premises: It is important to do this *BEFORE* you agree to move in. Check carefully all the rooms, appliances, and furnishings to make sure everything is in good order. If you find any defective conditions, bring them to the landlord's attention *BEFORE* you move in. Remember that a landlord may later consider you responsible for any damage you did not notice and discuss with him/her before you move in.

## Giving and Getting Deposits

Landlords can require you to make a deposit when you rent an apartment or room. If you have made a deposit after January 1st, 1978, it is probably refundable. There are limits as to how much money can be required as a deposit. Generally, the deposit cannot be more than the amount of two months rent. When you give the landlord your deposit, be sure to get a dated receipt for the entire amount paid. (Note: Unfortunately landlords in California are not required to pay interest on your deposit.)

When you move out, your landlord must return your deposit. He/she may only keep that part of your deposit necessary to repair unusual "wear and tear."

The landlord may *not* keep any portion of your deposit simply to remedy conditions due to normal use. The landlord must return your security deposit within two weeks after you move out. There is a \$200 penalty for intentional violations of that rule.

## Rent Raises

Unless you have agreed otherwise, your landlord may only raise your rent *after* giving you a written notice of the increase. She/he must give you this written notice at least 30 days before the rent raise is to become effective.

At this time, San Francisco has a City Ordinance that limits rent increases. In most cases, your rent cannot be increased by more than 7% per year. This same Ordinance established a "Rent Board" which has the authority to decide whether or not a rent raise is within the legal limit.

However, not all buildings are covered by the rent ordinance. Generally, if you live

in a *privately owned* building, the 7% guidelines apply to you, *unless*:

- 1) the building contains four units or less, and
- 2) the landlord lives in one of these units.

If you have any questions about the San Francisco Rent Ordinance, or if you want to know if you are protected by it; call the Rent Board at 621-RENT or check *Chapter 12: Legal Help* for an agency which can help you.

## Evictions

The most important fact to remember about evictions is that **no one can remove you or your possessions from your room or apartment without a court order issued by a judge.** In spite of what anyone may tell you, no landlord can make you leave your home without using the established legal procedure. Even then, only the Sheriff can evict you, and he/she must have a court order to do so.

The first step required of the landlord if he wants to evict you is to serve you with a written notice.

This notice may be in the form of either a *30 day notice* terminating your tenancy, usually for no stated reason, or a *3 day notice* which states that you have violated your rental agreement (for example, if you failed to pay your rent).

Upon the expiration of the notice (either 30 days or 3 days later) the landlord can then file a complaint in court seeking a court order to evict you. The landlord must serve you with a copy of the complaint along with a summons, which informs you that you have been served.

Upon receiving the summons and complaint, seek legal advice immediately. *You are only allowed five days to respond to the complaint.* (See *Chapter 1 for Legal Help and Referrals.*) A response must be in the form of a written document filed with the court clerk. Your failure to respond within the five day period could result in the landlord obtaining a court order to evict you without your having had the opportunity to defend yourself.

Remember, if you receive court papers entitled "summons and complaint," seek legal help immediately from one of the agencies listed in *Chapter 12: Legal Help.*





# Tax Information for Renters

## Renter's Credit

A tax credit or refund is available to residents of California who are tenants.

For single individuals, the refund is \$60.

You can apply for it when you file your income tax return on the regular State Income Tax Form 540. This form is available at many banks and post offices, as well as at the State Franchise Tax Board offices.

Or, if you do not file an income tax return, you can apply for this renter's credit on a separate form. Call the FRANCHISE TAX BOARD. (See below.)

## Senior Citizen's Rent Assistance

If you are age 62 or over and your household income is under \$12,000/year, you may be eligible for the Senior Citizen's Rent Assistance.

The amount of assistance you receive depends on your income.

Obtain a form from the FRANCHISE TAX BOARD between May 16 and August 31 to obtain this assistance for the *previous* year.

For more information, call the FRANCHISE TAX BOARD. (See below.)

## Note:

Church-owned buildings are not included in either of these programs.

These two programs are separate; you can apply for one or both of them.

STATE FRANCHISE TAX BOARD  
P.O. Box 1588  
Sacramento, California 95807

Toll-free number: 800-852-7050  
Call for information and addresses of local volunteer centers that can help you with these forms.

Forms and information are also available at:

STATE FRANCHISE TAX BOARD OFFICE  
345 Larkin Street  
San Francisco

# PART III: YOU THE HOME OWNER

## Chapter 9



### Taxes

#### Senior Citizens Property Tax Assistance

A refund of part of your property tax is available to you, if:

1. You are a homeowner.
2. You are age 62 or older by December 31 of the year for which you are applying, *or* you are totally disabled, *and*
3. Your household income is under \$12,000/year.

The amount of the assistance or refund depends on your income and the value of your home.

The application must be filed between May 16 and August 31 of the year *after* the year claimed, to get a refund of the taxes that were paid that year before.

For applications and information, contact the State Franchise Tax Board. (See below.)

#### Property Tax Postponement

You may be able to postpone paying the property taxes on your home, IF:

1. You are 62 years old or older by December 31.
2. You have lived in your home the entire calendar year, and
3. Your household income is under \$21,500/year.

If you qualify, the State of California will pay all or part of the property taxes on your home.

The interest on the State's contribution is 7%/year.

You can repay this "loan" when you are able to; or you can postpone taxes every year, and after you die your heirs can repay the debt, or the State can claim its repayment out of the selling price of the house.

To do this, you must file an application every year between May 15 and December 31 for the taxes that are due in December of that same year and the following April.



For applications and information, contact the STATE FRANCHISE TAX BOARD. (See below.)

These two programs—the Senior Citizens Property Tax Assistance and the Property Tax Postponement—are separate. You can apply for one or *both*.

STATE FRANCHISE TAX BOARD  
P.O.Box 1588  
Sacramento, CA 95807

Toll-free number: 800-852-7050  
Call for information, and for addresses of local volunteer centers where you can get help with these forms.

Forms and information are also available at:

STATE FRANCHISE TAX BOARD OFFICE  
345 Larkin Street  
San Francisco, CA 94102  
558-3747 or 558-3877

## Loans

There are several different loan programs for homeowners. You may be able to get a low-interest loan to repair, rehabilitate, or make improvements on your home, or to keep up the mortgage payments or buy a home. Some loans are only for single-family homes; other loans are available for buildings with more units, but only in certain areas of the city. These rehabilitation loans and some mortgage loans are offered to low-income homeowners. For example, the California Housing Finance Agency rate is now 8½%. There are special rules about who qualifies for each program. For instance, some loans depend on your income and the cost of the repairs you want to make.

The *URBAN LEAGUE HOUSING COUNSELING SERVICE* is a “clearing house” for all these loan programs. If you call or visit their office, they should be able to help you, or refer you to the right office for the kind of loan you want.

Bay Area Urban League Housing  
Counseling Service  
510 McAllister St.  
San Francisco, CA 94102  
431-7530

The Mayor's Office of Community Development oversees a variety of loan programs. Funds for these loans come from such agencies as the California

## Homeowners' Exemption

If you own your home, \$1750 can be taken off the assessment by applying at the City Assessor's Office.

This reduced assessment will reduce your property taxes.

You only have to apply once for this exemption, and afterwards it will automatically be taken off the assessed value.

File an application before April 15 to get the exemption for the previous year.

San Francisco City Assessor's Office  
City Hall, Room 101  
San Francisco, CA 94102  
558-3747 or 558-3877

Housing Finance Agency, HUD, and Community Development Block Grants. They are distributed through the Bay Area Urban League Housing Counseling Service and the neighborhood Housing Development Corporations. If you have a loan question or complaint which these offices cannot handle, contact the Mayor's Office of Community Development.

Mayor's Office of Community Development  
939 Ellis St.  
San Francisco, CA 94109  
558-4567  
Dave Cincotta, Deputy Director of  
Housing Division

The *CITY OFFICE OF PROPERTY CONSERVATION* handles a city-wide program of low-interest loans for rehabilitation of single-family, owner-occupied homes.

Property Conservation Division, City of  
San Francisco  
480 McAllister St.  
San Francisco, CA 94102  
558-2577  
Al Kerley

Finally, there are also some other low-interest loans (issuing from the U.S. Department of Housing and Urban Development and the Farmers' Home Administration, for example) which are available through banks and savings and loan associations.

## Counseling

If you are a homeowner and have missed some payments on your mortgage or are having trouble keeping up on your payments, call the **BAY AREA URBAN LEAGUE HOUSING SERVICE**. They offer "default and delinquency counseling," and they may be able to help you. For instance, they can talk to your bank for you and help put your mortgage payments in order.

Bay Area Urban League Housing  
Counseling Service  
510 McAllister St.  
San Francisco, CA 94102  
431-7530

## Selling Your House

Beware of anyone trying to pressure you into selling your house quickly. Consult a lawyer *before* you sell your house. (See *Chapter 12: Legal Help*)

## Permits

If you plan to have electrical work done on your home, you must have the work inspected by the **BUILDING INSPECTION OFFICE** first to make sure that the work will not violate building codes.

Electrical Inspection Division  
Department of Public Works  
450 McAllister St.  
San Francisco, CA 861-7263

If you want to have plumbing work done on your home, it must be inspected by the City **BUILDING INSPECTION OFFICE** first, and you must show them that you will be able to get the work completed.

Plumbing Inspection Division  
Department of Public Works  
450 McAllister St.  
San Francisco, CA 861-6402  
Kenneth R. Lewis, Chief Inspector

If you want to make renovations, additions, or large repairs on your home, you should visit or call the **PLANNING DEPARTMENT** and the **DEPARTMENT OF BUILDING INSPECTION**. The cost of the permit will depend on the type of alterations you want to make.

City Department of Building Inspection  
450 McAllister St., 1st Floor 558-3301

City Planning Department  
100 Larkin St. 558-3055

## Problems and Complaints

If any of the City agencies listed here under "Permits" did not give you a permit when you think they should have,

Or if any of these agencies *did* grant a permit to someone when you think it should have been denied, *then* have the issue reconsidered by filing an appeal with the Board of Permit Appeals.

You have ten days after the first decision to file an appeal with this board. It will cost you \$10.

Permit Appeals  
Board of Permit Appeals  
Room 154-A, City Hall  
San Francisco, CA  
558-4421  
Phil Siggins, Director

If you disagree with your tax assessment, do not wait until you get your tax bill to object. Call the **ASSESSMENT APPEALS OFFICE** and ask to schedule an appeal.

Assessment Appeals Office  
Room 2-B, City Hall  
San Francisco, CA  
558-3447  
Kay Gulbengay, Coordinator

If you want to take a complaint about the City Assessors to a higher authority, contact the **STATE BOARD OF EQUALIZATION**. The Board will also consider your complaints on the taxability or exemption of your property under California laws.

State Board of Equalization  
1020 N Street  
Sacramento, CA 95814  
916-445-6464  
Mailing Address:  
P.O. Box 1799  
Sacramento, CA 95808

The **CONTRACTORS' STATE LICENSE BOARD** licenses construction and building contractors. It is concerned with protecting "health, safety, and welfare of the public against incompetent, inexperienced, unlawful, and fraudulent-minded contractors." If you have trouble with a contractor, call or visit this office:

Contractors' State License Board  
San Francisco District Office  
30 Van Ness Ave., Room 2100 557-0276



# PART IV: ADVOCACY

## ACTING ON YOUR OWN BEHALF

Housing is becoming one of today's major problems for the elderly. Prices keep rising and more and more people cannot seem to find a safe and healthy place to live. If you want to change this situation, read this chapter for some practical advice.

### Getting Housing Needs Heard

The subject of providing reasonably priced housing for seniors has many sides to it. While tenants want to see certain laws enacted for their benefit, owners and landlords also want local state and federal government to realize that they need certain protection or benefits.

People who want to make their housing needs known may not only organize but may also employ specialists to help them. Sometimes this involves paying professional lobbyists who work in the county and state capitals, or even in Washington D.C., and spend their time making the groups' views and needs known to legislators and public officials.

Another method of advocating for housing involves contacting the radio, television, and newspapers and having a reporter present a story which dramatizes a particular point of view.

Sometimes the most effective and least complicated method of getting heard is forming a concerned group of citizens and going to City Hall or the state capital to ask to talk to elected representatives or heads of various departments.

Whatever method is chosen, efforts that are well planned are those that most often succeed.

### Do Tenants Have a Chance?

Although there are strong forces which operate against tenants, tenants are strong in numbers and votes. Well over half of the population of San Francisco are tenants. If tenants work together, almost any protection can be won. In fact, the communities that *have* passed strong tenants' rights laws did so only because the tenants worked together.

### What Can You Do?

**First**, it is important for you to become aware of your rights and responsibilities as a tenant (reading this book will be a good start).

**Second**: Find out what activities, events, and get-togethers are going on which could help you get what you want. Some people belong to senior groups like the Gray Panthers, others to housing groups which keep their members informed. Some people belong to political groups which hold debates and send out newsletters. The idea is to find some way of keeping in tune with those events that shape your lives.

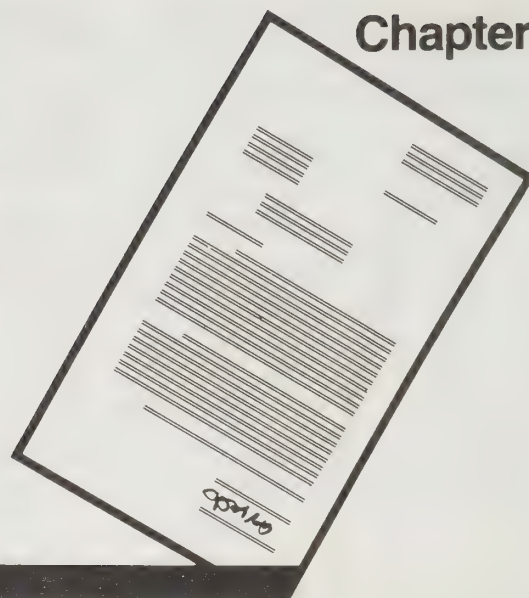
**Third**: Become involved as an activist. Start attending the Board of Supervisors meetings. Join a housing committee. Write postcards to politicians. Find where you can do the most good. Getting together and working with other seniors can get you what you want faster and easier than doing it yourself.

### Good Luck!

(For a list of organizations that can help you become involved, turn to *Chapter 15: Housing Political Lobbying Groups*)



# How to Complain



As tenants, your housing problems can range from something as simple as an appliance that does not work to something more serious, like an infestation of rats. You may sometimes have a hard time finding a solution to these problems. The information listed below should help you make your complaints effective so that your problems are stated clearly and solutions are found.

## What is a Complaint?

A complaint is a way of bringing a problem to the attention of someone in charge. It is a tool to use to protect health, safety, and happiness and should not be abused!

## Who Should You Complain To?

You should bring a complaint to someone in charge who has the authority to find a solution. The most likely person to be in charge, in the case of a housing problem, is the landlord or the landlord's manager or agent. Of course, if the landlord will not help or can't help, you must find someone with more authority who can help or who can make the landlord help you. (A higher authority, in these situations, usually means a government agency, so please refer to *Chapter 11: Who To Complain To*, for a list of government agencies to contact.)

## How Do You Make an Effective Complaint?

A *good* complaint takes some planning and work, but the results are usually worth the effort. Follow the steps below:

### 1. What is the problem?

Get clear in your own mind what your problem is and what is causing it. Make sure it is not really your own fault. (Sometimes we blame others for something we have caused ourselves.) Be able to explain how long the problem has been going on. In short, list all the facts.

### 2. How do you tell the person in charge?

You can talk to your landlord (or the person in charge) about your problem, or you can write and keep a copy of your letter. The best approach is to use both methods. Talk to your landlord, as soon as you know all the facts about your problem. Then, you should write a letter immediately and keep a copy as a record. Your complaint letter must be:

- (a) Clear — the person in charge must understand what you are saying.
- (b) To the point — try to keep unimportant matters out of the letter.
- (c) Complete — you have to list all your important points.
- (d) Dated — write the date in the letter.
- (e) Signed — sign the letter and print it or type it underneath.

(A sample letter is shown in this chapter.)



## Sample Complaint Letter

The following is an example of a well-written complaint letter. The important parts of the letter are numbered, and are explained in the margin notes.

### You should

- (1) date the letter;
- (2) list name and address of the person receiving letter;
- (3) this is a quick reference for the subject of the complaint;
- (4) state problem and the first time it occurred;
- (5) state the effect of the problem;
- (6) make your request and state a date by which you expect the repair to be completed;
- (7) sign your name.

(1) June 1, 1984  
Jane Tenant  
63 Happy Trails  
San Francisco, CA  
(2) Mary Landlord  
123 Rental Way  
San Francisco, CA 94000  
(3) Re: Leaky Sink of Jane Tenant  
Apartment 1A

Dear Mrs. Landlord,

On March 1, 1984, I moved into apartment 1A at 123 Rental Way. (4) On May 29, 1984 I noticed a leak developing in my kitchen sink. This leak spreads water onto the floor. The floor is dangerous because the (5) water that has leaked has caused the floor to become very slippery.

I am writing to request (6) that you fix the leak and check the floor. I expect you to do this by June 14th, 1984.

Please contact me if you have any questions.

Sincerely,

(7) *Jane Tenant*  
Jane Tenant

## What If Your Complaint Has Not Worked?

You must first ask yourself if you have allowed a reasonable amount of time to pass for a resolution. A good rule to use for figuring what a *reasonable time* might be is as follows: The more dangerous or unsafe the needed repairs, the less time you need give for a solution. For example, if you have a leaky roof over your bed, a reasonable amount of time would be not more than 24 hours. However, if you have a noisy or creaky door, a reasonable time for repair might be two weeks or longer. After a reasonable time has passed without results, it is time for further action.

There are many government agencies and departments which are responsible for finding solutions to your housing complaints. For example, if you have rats or mice, the Environmental Health Unit of the Department of Health can issue a citation to your landlord and force a clean-up through legal action. (See *Chapter 11: Who to Complain to About Housing Problems*)

You should also be aware that you are protected from evictions by landlords who are angry because you call a city or government agency for help. This protection lasts six months after the complaint.

If you call a government agency to make a complaint, you should follow each call with a letter to that agency and keep a copy. This is very good protection against being ignored or forgotten. You should also keep a record of the names of any officials with which you have spoken and their phone numbers, in case future problems arise.

## What if the City Official Does Not Do the Job?

If you follow the advice given above, especially that of putting your complaint in writing, you should have good results from government agencies.

But problems do come up and you may make a complaint that is forgotten or ignored. In that case, the following advice may be useful: Call the government official, and ask what happened to your earlier complaint. If, when speaking to that official, you think you are not getting results, demand the name of the official's boss or supervisor. (Sometimes the request for the boss's name is enough to get what you want.) Do not take NO for an answer. It is the job of these people to help you. They are required to give you the information requested.

Once you get the boss's number and name, call. You should tell the boss what happened when you talked to his employee and request that the boss take care of the problem him/herself. This usually works. Again, follow the call with a letter and keep a copy as proof of your action.

## What If You Still Are Not Satisfied?

If the boss's answers do not satisfy you, there are two choices. You can go another step higher in the levels of authority, and continue to work up the ladder, or you can start using your elected officials. (See *Chapter 13*.)

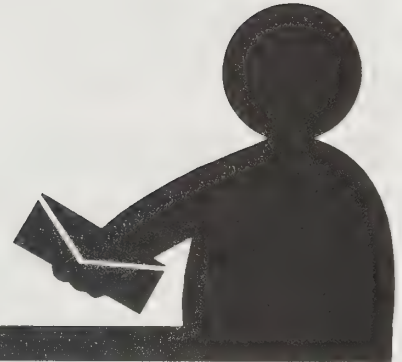
If you decide to use your public officials for help, do not feel as though you are asking for a favor. Not only is it their job to solve your problems, but many use the work they do to solve your particular problem as proof that they do a good job. (This is important for public officials when they run for reelection.)

If you learn to complain effectively, you can get what you need and what you are entitled to. Remember; do not take NO for an answer and **DO NOT GIVE UP!**





# Who to Complain to



The agencies listed in the following section handle a variety of housing complaints. Other agencies dealing with complaints are listed in this book according to the type of complaint they handle. For example, to make a complaint about movers or realtors, see *Chapter 4: Realtors*

or *Chapter 5: Moving Companies*. Or, if your complaint against a business or landlord is serious enough to take to court, see *Chapter 12: Legal Help*. You should also look over *Chapter 10: How to Complain* for hints on how to complain well, in a way that is most likely to get quick results.

## Landlord-Tenant Problems

### What Can You Do?

**First**, become aware of your rights and responsibilities as a tenant. (Reading this book will be a good start.)

**Second**, find out what activities and events that could help you get what you want. Some people belong to senior groups like the Gray Panthers, others to housing groups which keep their members informed. Some people belong to political groups which hold debates and send out newsletters. Find some way of being involved with the events that shape your life.

**Third**, become active. Start attending the Board of Supervisors meetings. Join a housing committee. Write postcards to politicians. Find out where you can do the most good. Getting together and working with other seniors can get you what you want faster and easier than doing it by yourself. Good luck! (For a list of organizations that can help you become involved, turn to page 53 in *Chapter 14: Housing Political Lobbying Groups*.)

The *SAN FRANCISCO TENANTS' UNION* has a twenty-four hour hotline. If you have a problem with your landlord (for example, about repairs, rent increases, lease, security deposit, harassment, eviction, or if you want help to call building inspectors or to obtain legal help, etc.) call the Tenants' Union. They can tell you your rights in the situation and discuss with you what choices you have. Their help is free.

San Francisco Tenants' Union  
558 Capp St.  
San Francisco, CA 94110  
282-6622

If your problems with your landlord have become legal problems, get a lawyer. (See *Chapter 12: Legal Help*)

# City Agencies That Handle Complaints

The *MAYOR'S OFFICE OF CITIZENS' ASSISTANCE* handles many different kinds of problems and complaints, including landlord-tenant problems and complaints about any City agency or service.

Mayor's Office of Citizens' Assistance  
City Hall, Room 160  
San Francisco, CA 94102  
558-2666  
Gilbert Brigham, Director

## Building Code Inspections

If you live in an apartment or hotel, or if you rent your home and you think the condition of the building is very bad (that is, if it has structural problems) you can call one of the following offices to request an inspection. The inspector will visit and make a report. If there are building code violations, the landlord will be told to correct the problems by a certain date. If the building is in one of the city's RAP (Rehabilitation Assistance Program) areas, your landlord may then be offered loans and other help to improve the condition of the building.

You can complain anonymously. The landlord does not have to know who made the complaint.

*For buildings of three or more units:*  
Apartment and Hotel Inspection  
Division of Apt. House and Hotel Inspection  
Department of Public Works  
450 McAllister Street  
558-4505  
Ernest Orr, Chief Inspector

*For buildings of one or two units:*  
Building Inspection  
450 McAllister Street  
861-5820 between 8 & 9AM, and between 4 & 5PM

If you are a tenant and you think the electricity in your building is in bad condition, write or call the *ELECTRICAL INSPECTION DIVISION* to request an inspection. You can do this anonymously if you wish. The inspector will make a report and may require the landlord to make repairs.

Electrical Inspection Division  
Department of Public Works  
450 McAllister Street  
861-7363  
Rudy Demy, Chief Inspector

If there are unhealthy or unsanitary conditions in your building, write or call the *ENVIRONMENTAL HEALTH SERVICES OFFICE*. They will make an inspection and may order the landlord to correct the problems. You can make the complaint anonymously if you wish.

Pests  
Environmental Health Services  
Department of Health  
101 Grove Street  
San Francisco, CA 94102  
Jack Coyne, Director of  
Environmental Health 558-4731

If you think the plumbing in your building is in very bad condition, write or call the *PLUMBING INSPECTION DIVISION* to request an inspection. If it is not up to City code standards, the landlord will be told to make repairs.

Plumbing Inspection Division  
Department of Public Works  
450 McAllister Street  
San Francisco, CA 94102 861-6402  
Kenneth R. Lewis, Chief Inspector

The State *DIVISION OF CODES AND STANDARDS* works with city agencies in enforcing State building and housing standards for health and safety. If you are not satisfied with the results of contacting the city Inspectors, you may want to contact this office.

Division of Codes and Standards  
California Department of Housing and Community Development  
921 Tenth Street  
Sacramento, CA 95814

Northern Area Office:  
6007 Folsom Boulevard  
Sacramento, CA 95819  
916-445-0135

Ask for the "counter person" or "duty person."

## Other Agencies

If you had to move because of government action (for example, because of the Office of Central Relocation, or the Rehabilitation Assistance Program) and if you are not satisfied with the way the relocation was handled and with how much you were paid to make the move, call the *RELOCATION APPEALS BOARD* and make a complaint. They will look into your situation.



Relocation Appeals Board  
450 McAllister Street, Room 303  
San Francisco  
558-2247  
Ed Moriguchi, Chairman

Many housing programs are funded or managed by HUD. If you want to complain about one of their programs (for example, their home improvement loans or the San Francisco Housing Authority or subsidized

apartment buildings) call this office. They will tell you the number of the office in HUD that should hear your particular complaint.

HUD  
(U.S. Department of Housing and Urban Development)  
One Embarcadero Center, Suite 1600  
556-7250  
Rose Hamilton

## Consumer Information and Complaints

These agencies educate and inform consumers and protect them from unfair, misleading, and deceptive business practices. These agencies will also relay your complaint to the right office.

### Public Agencies

California Department of Consumer Affairs  
**Main Office:**  
1020 N Street  
Sacramento, CA 95814

**San Francisco Regional Office:**  
30 Van Ness Avenue  
San Francisco 94102  
557-0966  
John J. Rouse, Regional Coordinator

S.F. District Attorney  
Consumer Fraud and White Collar  
Crime Unit  
880 Bryant Street  
San Francisco 94103  
553-1814  
David Moon or Judith Ford

The State Attorney General also has a consumer fraud unit:  
Public Inquiry Unit  
Office of the Attorney General  
555 Capitol Mall  
Sacramento, CA 95814

### Private Agencies

Consumer Action Switchboard  
1417 Irving Street  
San Francisco 94122  
665-1544

## Housing Discrimination Complaints

If you are discriminated against by a landlord or realtor because of race, sex, religion, national origin, or physical handicap, call one of the following agencies. They will look into your case and refer it to the proper authority for settlement. This may be through legal action.

The *HUMAN RIGHTS COMMISSION* is the city agency dealing with housing discrimination complaints.

Human Rights Commission  
1095 Market Street, Room 501  
558-4901  
Grant S. Mickins III, Director

The *FAIR EMPLOYMENT PRACTICE COMMISSION* is the State agency dealing with housing discrimination complaints.

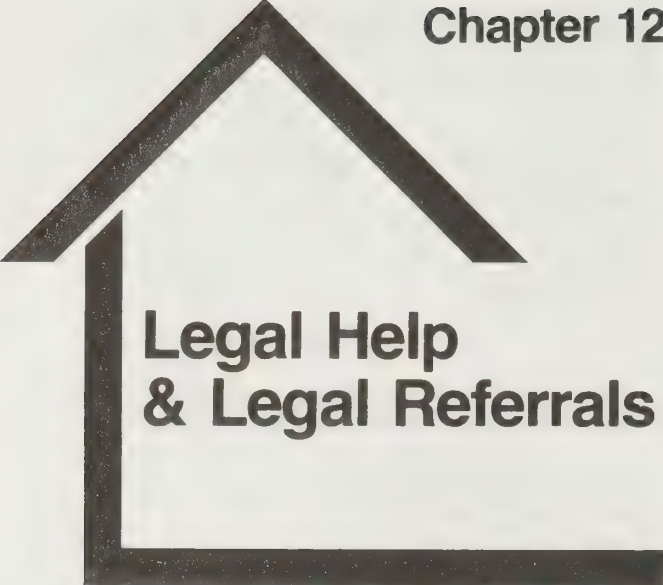
Fair Employment Practice Commission  
30 Van Ness Avenue S.F. 94102  
557-2005

The *COUNCIL FOR CIVIC UNITY* is a local organization which handles housing discrimination complaints. Ask for Mr. Block.

The Council for Civic Unity  
870 Market St., Rm. 941 S.F. 94102  
781-2033

The *HOUSING DISCRIMINATION HOTLINE* is a national telephone service offering help with housing discrimination problems.

Housing Discrimination Hotline  
Toll-free number: 800-424-8590  
This line is open daily until 2 PM



### Legal Help & Legal Referrals

This section is for your use if you find you have a legal problem which requires the help of an attorney or someone more skilled in housing or landlord tenant law.

The first part lists free or low-cost legal assistance organizations that provide individual legal advice and representation or help so that you can represent yourself.

The second part of this section lists lawyer referral agencies which provide a private lawyer whose services will not be free.

You should remember a few things when employing a lawyer:

1. Remember that the lawyer works for you and should keep you informed. He should consult with you on every major decision in your case.
2. Remember to be very clear about how much you have agreed to pay and for what services.
3. Try to cut down your expenses by giving your lawyer all the necessary information that you have so that he or she will not have to waste time searching for facts that you can provide.
4. Always understand that a lawyer should be trying to find the most reasonable solution to your problem. Sometimes this means that a compromise will be recommended.

### 1. Legal Assistance to the Elderly

944 Market Street, #803  
San Francisco, CA  
434-3895  
Monday-Friday, 9:00 AM - 5:00 PM

Free legal advice and representation to those over 58 years of age. This office operates intake sites all over the city on different days of the month. Call for best location or appointment. No criminal cases.

### 2. San Francisco Neighborhood Legal Assistance Foundation

**Main Office:**

870 Market St.  
San Francisco, CA 94102  
433-2535

Also has offices in other parts of San Francisco:

**Chinatown/North Beach:**

250 Columbus, #200, 362-5630

**Hunters Point:**

433 Mendell, 822-8510

**Mission:**

2701 Folsom, 648-7580

**Western Addition:**

1528 Fillmore, 567-2804

The above offices are open Monday through Friday from 9 AM to 5 PM.

You can be any age, but must fall within the Federal Poverty Guidelines before qualifying for free services. Call for appointment. No criminal cases.

### 3. Eviction Defense Center

50 Fell St.  
San Francisco, CA 94102  
861-8033

This group provides free help to anyone who cannot afford a lawyer. It provides education, forms, and workshops to help people defend themselves in eviction cases. Call for appointment.



#### **4. Lawyers Committee for Urban Affairs**

625 Market St.  
San Francisco, CA 94105  
543-9444

Operates a free drop-in center for low-income clients at 101 Valencia Street, San Francisco, on Tuesdays between 6 and 8 p.m. This center is operated by volunteer attorneys.

#### **5. Tenderloin Housing Clinic**

Glide Memorial Church  
330 Ellis (at Taylor) #104  
San Francisco, CA 94102  
776-8151

This agency provides tenant counseling services and workshops as well as a referral service to attorneys. Operated by students at Hastings College of Law. Call for hours.

#### **6. San Francisco Bar Association No Fee Panel**

220 Bush, 21st Floor  
San Francisco, CA 94104  
391-6102  
Monday-Friday, 9 a.m. — 5 p.m.

Volunteer attorneys will handle most types of cases for no charge, but clients must fall within Federal Poverty Guidelines.

### **Ethnic Legal Assistance**

#### **1. Asian Law Caucus**

36 Waverly Place #2  
San Francisco, CA 94108  
391-1655  
Monday-Thursday, 9 a.m. — 5 p.m.

Provides free service to *Asians* who fall within Federal Poverty Guidelines. Chinese, Japanese, and Tagalog spoken.

#### **2. Korean Community Service Center**

3136 Fulton  
San Francisco, CA 94110  
567-3267  
Monday-Friday, 9 a.m. — 5 p.m.

Free legal advice and will represent. Call for more information.

#### **3. La Raza Centro Legal**

2588 Mission, Suite #200  
San Francisco, CA 94105  
826-5506  
Monday-Thursday, 9 a.m. — 5 p.m.,  
Friday, 9 a.m. — 4 p.m.

Serving San Francisco's Mission District and others who speak Spanish. Operates on donations.

### **Legal Referrals**

These agencies will provide you with the names of private attorneys who will, for a fee, offer consultation and representation. You should be clear about your legal problem before calling the agencies. In other words, try to be accurate and brief in your explanation.

The following referral agencies will match your legal problem with a lawyer of experience in that field.

#### **1. Lawyers Club of San Francisco Attorney Reference Panel**

870 Market St.  
San Francisco, CA 94102  
775-9107  
Monday-Friday, 9 a.m. — 5 p.m.  
\$10.00 for first half-hour consultation.

#### **2. La Raza Lawyer Referral Program**

2588 Mission St., #200  
San Francisco, CA 94110  
641-1069  
Monday-Thursday, 9 a.m. — 5 p.m.,  
Friday, 9 a.m. — 4 p.m.

Mostly for Spanish speaking. \$15.00 for first half-hour consultation.

### 3. National Lawyers Guild

1255 Post St., #625  
San Francisco, CA 94109  
771-9107  
Monday-Friday, 9 a.m. — 4 p.m.

This organization is a bar association made up of lawyers who are interested in the public-interest and social change. \$10.00 for first half-hour. Call for appointment.

### 4. Lawyer Referral Service

220 Bush, 21st Floor  
San Francisco, CA 94104  
391-6102  
Monday-Friday, 9 a.m. — 5 p.m.

\$20.00 for first half-hour. This is the largest bar referral program in San Francisco. Also check with them for special services for low-income clients.

### Advertising

There are many lawyers who advertise in newspapers and the Yellow Pages. Some list the areas of law in which they work. Some offer free half-hour consultations. Some advertise minimum rates for particular services. It would be a good idea to check your Yellow Pages or newspaper advertisements for various prices and to get an idea what services cost.



Public officials can be useful to you in several ways. First, they make laws which set important housing policies. For example, they decide how much new low-rent or subsidized housing will be built, what rent control measures will exist, whether residential hotels may be converted into tourist hotels, and the legal reasons and procedures for evictions. You should call or write your elected representatives often, and let them know your views and your concerns.

Secondly, these officials have clout, especially with government agencies and agencies funded by the government. If you are having a problem with a City agency such as the Housing Authority, then you should call a Supervisor or other City official. If you are having a problem with your State taxes or with a State agency, then call or write a State Official.

City, State, and federal officials are listed here. Use them. They may be able to solve your problem quickly and finally.



## **U.S. Senators:**

**The Honorable Alan Cranston**  
1 Hallidie Plaza  
San Francisco, CA 94102  
556-8440

or  
New Senate Office Bldg.  
Washington, D.C. 20510

**The Honorable S.I. Hayakawa**  
1390 Market St.  
San Francisco, CA 94102  
556-8686

or  
New Senate Office Bldg.  
Washington, D.C. 20510

## **U.S. Representatives:**

**The Honorable John Burton**  
District 5 Representative  
450 Golden Gate Avenue  
San Francisco, CA 94102  
556-1333

or  
House Office Building  
Washington, D.C. 20515

**The Honorable Phillip Burton**  
District 6 Representative  
450 Golden Gate Avenue  
San Francisco, CA 94102  
558-4862

or  
House Office Building  
Washington, D.C. 20515

## **Important State Officials**

**Governor Edmund G. Brown Jr.**  
State Capitol  
Sacramento, CA 95814  
916-445-2841

**Lieutenant Governor Mike Curb**  
1028 State Capital  
Sacramento, CA 95814  
916-445-9533

## **State Senate:**

**State Senator John F. Foran**  
District 6  
15 Southgate Avenue  
Daly City, CA  
775-1766  
or in Sacramento 916-445-0503

**State Senator Milton Marks**  
350 McAllister Street  
San Francisco, CA 94102  
557-1437  
or in Sacramento 916-445-1412

## **State Assembly:**

**Assemblyman Art Agnos**  
16th District  
350 McAllister Street  
San Francisco, CA 94102  
557-2253  
or in Sacramento 916-445-8253

**Assemblyman Willie L. Brown Jr.**  
17th District  
540 Van Ness Avenue  
San Francisco, CA 94102  
557-0784  
or in Sacramento 916-445-8077

**Assemblyman Leo T. McCarthy**  
18th District  
350 McAllister Street  
San Francisco, CA 94102  
557-2662  
or in Sacramento 916-445-8994

## **Important City Officials**

**Mayor Dianne Feinstein**  
City Hall  
San Francisco, CA 94102  
558-3456  
Mayor's Office of Citizens' Assistance:  
558-2666

## **Supervisors:**

**Board of Supervisors**  
Room 235, City Hall  
San Francisco, CA 94102  
558-3184

Supervisor Nancy Walker 558-2943  
Supervisor Doris Ward 558-2867  
Supervisor Edward Lawson 558-2664  
Supervisor Harry Britt 558-2145  
Supervisor Louise H. Renne 558-5015  
Supervisor Ella Hill Hitch 558-2734  
Supervisor Quentin Kopp 558-2338  
Supervisor John Molinari 558-2164  
Supervisor John Bardis 558-2407  
Supervisor Donald Horanzy 558-2947  
Supervisor Carol R. Silver 558-2254



## How to Form A Tenants' Organization

### What is a Tenants' Organization?

A Tenants' Organization is a group of tenants who have gotten together to solve common problems in their building. They meet, keep each other informed, and plan ways to achieve a solution to their problems. **THEY SUPPORT EACH OTHER AND HELP EACH OTHER.**

### What Can a Tenants' Organization Do?

A tenants' organization may work to address certain problems that may face its members such as **UNFAIR RENT RAISES, UNFAIR EVICTIONS, and REPAIRS THAT MAY BE NECESSARY** as well as to bargain with a landlord more effectively than a single tenant.

Sometimes the most important advantage of a tenants' organization is that it can afford to hire an attorney, whereas the individual tenant in trouble might not have the money to hire a lawyer.

Tenants should also remember that some of the most effective weapons in landlord-tenant disputes can be the radio, TV, and newspapers. A tenants' organization is much more likely to be covered by the media than an individual. This can be of tremendous importance.

Finally, a tenants' organization can bring neighbors in a building together and make a place more friendly, pleasant, and secure.

### Some Tips on Starting Your Tenants' Organization:

Contact those who have already accomplished what you are trying to do. *Chapter 15: Housing Political Interest Groups*, lists address and phone numbers of organizations who have either helped organize tenants or who are tenants' organizations themselves. They have books and pamphlets that will be useful. They can also tell you or your group what methods worked and did not work for their group.

### Meetings:

If you want to share your housing concerns with neighbors, you are going to have to bring them together for a meeting. Follow the steps below:

1. Try to discuss your housing problem with your neighbors informally. Knock on their door or catch them when they get their mail. Check with them and see if they want to do something about the problem. Ask them if they would like to get together and have a discussion, and ask if a particular time would be best.
2. Once you have found some or all of your neighbors willing to meet, write a letter which states:
  - a. The problem
  - b. That there is going to be a meeting
  - c. The time and date of the meeting
  - d. Where the meeting will be held
3. Make enough copies of the letter for each neighbor.
4. See if you can enlist the help of others to pass out the letter.
5. Distribute the letters to each neighbor.



## Having the Meeting

Meetings should follow some simple rules.

1. Get started on time.
2. Follow an agenda — this means that you should prepare a list of things that you want accomplished and stick to that list! Sample Agenda:
  - a. Welcome and Introduction
  - b. Explanation of the purpose of the meeting
  - c. Suggested solutions to problems
  - d. All members agree on plan of action
  - e. Assign jobs
  - f. Select next meeting time and place

3. Let everyone get their chance to state their opinions. (This usually means that someone will have to act as chairperson and recognize each speaker in turn.)

Once you have your first meeting and agree to do something, you are on the way to becoming an organization. Do not hesitate to ask for advice from another housing group and remember: Tenants that are working together are tenants that are **POWERFUL**.

## Chapter 15



# Housing Political Interest Groups

In addition to contacting your legislators, you may want to work and join with a political interest group that is concerned with housing issues.

These groups may work to improve public housing or deal with rent control issues or try to promote controls on residential hotels or condominiums.

Some of the biggest political housing lobbying organizations are listed here, with brief descriptions of their interests and activities. In addition, many neighborhoods have their own particular local tenants' groups. To find out if there is an active group in your neighborhood, you can contact one of the city-wide groups listed here and ask them.

## City-Wide Organizations

*GRAY PANTHERS OF SAN FRANCISCO* is an organization of both young and old people actively opposed to "ageism" in all its forms. Their housing committee organizes tenants and works to pass legislation to help alleviate San Francisco's housing crisis.

Gray Panthers of San Francisco  
944 Market Street, Room 809  
San Francisco, CA 94102  
781-4585  
9 am - 5 pm

The *SAN FRANCISCO RENTERS' ALLIANCE* educates and informs renters of their rights and organizes them for political action. They publish a newsletter on housing issues and help their members to become active in their own neighborhoods. Membership is \$5/year for senior citizens.

San Francisco Renters' Alliance  
558 Capp Street  
San Francisco, CA 95110  
285-2220

The *SAN FRANCISCO HOUSING COALITION* is a coalition of neighborhood and community-based groups which try to influence city-wide housing policies. They are especially interested in housing for senior citizens and are concerned with the preservation and development of low- and moderate-income housing.

San Francisco Housing Coalition  
409 Clayton Street  
San Francisco, CA 94117  
863-6566  
Randy Stallings or Kay Pachtner

The *SAN FRANCISCO TENANTS' UNION* provides counseling and training in tenants' rights. It publishes brochures and a newsletter, helps with apartment organizing, and works for rent control measures and other legislation which benefits tenants. They also provide a hotline for tenants with pressing problems. (See the *COMPLAINTS* section of this book.)

San Francisco Tenants' Union  
558 Capp Street  
San Francisco, CA 94117  
282-6625     Hotline: 282-6622

The *PEOPLE'S LAW SCHOOL* is politically active in San Francisco housing issues and provides information, referral, and advocacy services to people with legal and landlord-tenant problems. It publishes pamphlets and holds workshops to enable people to handle their own legal problems. Call them if you want to help.

People's Law School  
558 Capp Street  
285-5069

## State-Wide Organizations

*CHAIN* is a state-wide network of housing organizations and tenants' rights organizations that lobbies for housing rights for low- and moderate-income people. It publishes a bulletin about current housing legislation.

CHAIN (California Housing Action and Information Network)  
1107-9th Street  
Sacramento, CA 95814

Northern California CHAIN office:  
533-1470  
(Oakland, CA)



# Index

- ABLE, Action for Better Living
  - for Elders .....24
- Adult Information Line .....8
- Advance Fee Agencies .....10
- Advocacy, Tenants .....45
- Apartments
  - Complaints .....42-47
  - Inspection .....46
  - Low and Moderate .....13-19
  - Public Housing .....20, 21
  - Section 8 .....22
  - Subsidies .....25
- Appeals
  - Board of Permit Appeals .....40
  - Assessment Appeals Office .....40
  - Contractors State License
    - Board .....40
    - State Board of Equalization .....40
- Asian Law Caucus .....49
- Assessor, San Francisco city .....39
- Attorney General, Public Inquiry
  - Unit .....47
- Bay Area Urban League Housing
  - Counseling Service .....39, 40
- Building Permits .....40
  - Electrical Building
    - Inspection .....40
  - City Department of Building
    - Inspection .....40
  - City Planning Commission .....40
  - Assessment Appeals Office .....40
  - Permit Appeals Office .....40
  - Plumbing Building
    - Inspection .....40
- California, State of
  - Advocacy Assistance Program
    - (Nursing Homes) .....10
  - Attorney General .....47
  - Board of Equalization .....39
  - Consumer Affairs .....47
  - Contractors State License
    - Board .....40
  - Dept. of Health .....32
  - Dept. of Housing and
    - Community Development .....46
  - Dept. of Real Estate .....10
  - Fair Employment Practices
    - Commission .....47
  - Public Utilities Commission .....11
- Care Homes, Licensed
  - Residential .....31
- Catholic Committee for the
  - Aging .....8
- Central Relocation Services .....9
- CHAIN, California Housing
  - Action and Information
    - Network .....54
- City Planning, S.F. ....40
- Complaints, City Agencies
  - Board of Permit Appeals .....40
  - Assessment Appeals
    - Office .....40
  - Contractors' State License
    - Board .....40
    - State Board of
      - Equalization .....40
- Complaints, housing problems—
  - See Chapter 11
- Consumer Action Switchboard ....47
- Consumer Fraud
  - California Department of
    - Consumer Affairs .....47
    - Consumer Action
      - Switchboard .....47
      - Public Inquiry Unit .....47
    - San Francisco District
      - Attorney .....47
- Continuing Care Homes .....32
- Contractor Complaints
  - State License Board .....40
- Council for Civic Unity .....47
- Default and Delinquency
  - (Mortgage) .....40
- Department of Health,
  - California .....32
  - Licensing and Certification
    - Division .....32
    - Complaints .....33
- Deposits, Rental .....36
- Disaster Aid, Red Cross .....8
- Discrimination, Housing
  - Human Rights
    - Commission .....10, 47
    - Council for Civic Unity .....47
    - Fair Employment Practice
      - Commission .....47
    - Housing Discrimination
      - Hotline .....47
- District Attorney,
  - San Francisco .....10, 12
- Electrical .....40, 46
  - Inspection .....40, 46
  - Permits .....40, 46
- Emergency Housing—see
  - Chapter 6
- Environmental Health Services ....46
- Escort Service, Seniors .....5
- Evictions .....36
- Eviction Defense Center .....48
- Fair Employment Practice
  - Commission .....47
- Family Service Agency .....8
- Founder's Fee Homes .....32
- Gray Panthers .....54
- Governor, California .....51
- Handicapped Housing,
  - Independent Living Project ....9
- HUD, Housing and Urban
  - Development .....22, 25, 47
- Hotels, Residential .....24, 25
- Homeowners Exemption .....39
- Human Rights Commission ....10, 39
- Independent Living Project .....9
- Inspections, Building Code
  - Apartment and Hotel .....40
  - Building Inspection .....40
  - Division of Codes and
    - Standards .....40
    - Electrical .....40, 46
    - Environmental Health .....40
    - Pests .....40
    - Plumbing .....40, 46
- Interstate Commerce Commission
  - (Moving) .....12
- Jewish Family Services
  - (Shared Housing) .....24
- Korean Community Service
  - Center .....49
- La Raza Centro Legal .....49
- La Raza Lawyer Referral .....49
- Lawyers Club of San Francisco ..49
- Lawyers Committee for Urban
  - Affairs .....49
- Lawyer Referral Service .....50
- Leased Housing, Housing
  - Authority .....22
- Legal Advertisements .....50
- Legal Assistance to the
  - Elderly .....48
- Legal, Ethnic
  - Asian Law Caucus .....49
  - Korean Community Service
    - Center .....49
  - La Raza Centro Legal .....49
- Legal Help and Legal Referrals
  - Legal Assistance to the
    - Elderly .....48
  - San Francisco Neighborhood
    - Legal Assistance .....48
- Legal Referral
  - Lawyers Club of San
    - Francisco .....49
  - La Raza Lawyer
    - Referral .....49
  - National Lawyers Guild .....50
  - San Francisco Bar
    - Association .....50



# Index

- Legal Self Help
  - Eviction Defense Center .....48
  - Lawyers Committee for
  - Urban Affairs .....49
  - San Francisco Bar Association,
  - no-fee panel .....49
  - Tenderloin Housing Clinic ....49
- Licensed Residential Care
  - Homes .....31
  - Licensing Unit .....31
  - Placement Unit .....31
- Lieutenant Governor .....51
- Life Care Contract Homes .....32
- Loans, Home—see Chapter 9
  - Bay Area Urban League
  - Housing Counseling
  - Service .....39, 40
  - Default Counseling .....40
  - Mayor's Office of
  - Community Development ....39
  - Property Conservation
  - Division, San Francisco .....39
- Lutheran Care for the Aging .....8
- Mayor .....51
- Mayor's Office of
  - Citizens' Assistance .....9
  - Community Development ....39
- Moving—see Part I
  - Companies .....11, 12
  - Central Relocation Services ...9
  - Complaints .....12
  - Cost .....11, 12
  - Out of State .....12
  - Unlicensed Movers .....11
- Multifacilities (Long term care facility) .....32
- Nursing Homes .....32, 33
- Ombudsman, State Office on
  - Aging .....33
- Peoples Law School .....54
- Pests .....46
- Plumbing
  - Inspection .....40, 46
  - Permits .....40, 46
- Property Conservation Division,
  - City of San Francisco .....39
- Public Housing—see Chapter 6B
  - Applications .....20
  - Locations .....21
  - Priorities .....20
- Public Utilities Commission .....12
- Realtors—see Chapter 4
  - Complaints .....10
  - Costs .....10
  - Discrimination .....10
  - Selecting .....10
- Red Cross, Disaster Aid Office ....8
- Referral Agencies—see Chapter 3
  - City wide .....8
  - Emergency .....8
  - Handicapped .....9
  - Local .....9
  - Short term .....8
  - Veterans .....9
- Relocation Appeals Board .....47
- Rent Board .....36
- Rent Raises .....36
- Rent, Subsidies .....22
  - Leased housing division ....22
- Renters Credit—see Chapter 8
- Senior Citizens' Rent
  - Assistance .....37
- Rental Agreements .....35
- Renters' Alliance, San
  - Francisco .....54
- Representatives, Governmental—
  - see Chapter 13
  - City Supervisors .....51
  - National .....51
  - State Assembly .....51
- Residential Care Homes .....31
  - Complaints .....31
  - Licensed .....31
- Residential Hotels .....25
- Retirement Homes .....30
- San Francisco
  - Bar Association .....49
  - City Assessor's Office .....39
  - Commission on
  - Aging .....23, 24, 32
  - District Attorney .....10, 12, 47
  - Housing Authority .....20, 22
  - Housing Coalition .....54
  - Independent Living Project ....9
  - Neighborhood Legal
  - Assistance Program .....48
  - Renters' Alliance .....54
  - Senior Center .....9
  - Tenants' Union .....45
- Senators
  - National .....51
  - State .....51
- Senior Citizens' Rent
  - Assistance .....37
- Senior Escort Service .....5
- Senior Information Line ....8, 23, 24
- Senior Resources .....8
- Shelters, see Emergency
  - Housing .....33, 34
- Social Services, City
  - Department of .....12, 31
- State Advocacy Assistance Program
  - and Acting Ombudsman,
  - State Office on Aging .....33
- State Division of Codes and
  - Standards .....46
- State Franchise Tax Board ....37, 39
- Subsidies, HUD .....22
- Summons and Complaint .....36
- Swords to Plowshares .....9
- Tax Reliefs—see Chapters 8 and 9
  - Homeowner Exemption .....39
  - Property Tax Assistance .....38
  - Property Tax
  - Postponement .....38
  - San Francisco City
  - Assessor's Office .....39
  - State Franchise Tax
  - Board .....37, 39
  - State Board of
  - Equalization .....40
- Tenant Rights—see Chapter 7
- Tenants' Union .....45
- Traveler's Aid Society .....8, 33
- United Way .....8
- Veterans Housing, Swords to
  - Plowshares .....9



U.C. BERKELEY LIBRARIES



C123306965

INSTITUTE OF GOVERNMENTAL  
STUDIES LIBRARY

JUL - 1 2024

UNIVERSITY OF CALIFORNIA

**Legal Assistance to the Elderly, Inc.**

944 Market Street, Room 803

San Francisco, CA 94102

(415) 434-3895



Legal Assistance to the Elderly, Inc. was founded in 1974 by the American Jewish Congress. It began as a volunteer organization whose purpose was to provide free legal services to the elders of San Francisco.

Today, L.A.E., Inc. is a non-profit agency, incorporated independently of its founders in 1979. L.A.E., Inc. serves elders at 25 outreach sites around San Francisco located in each of the 11 supervisorial districts. We continue to use volunteers from the community to supplement our paid staff.

The goal of L.A.E., Inc. is to assist seniors to obtain and preserve their rights under the law. We offer legal advice and representation, community education, and a housing advocacy service.

Legal Assistance to the Elderly, Inc. is a community organization. We welcome your suggestions and support.